



SHELL SHARE PLANS

Guide to completing your bank account details

December 2010

This document outlines how to complete or update your bank details on the employee plan members' website. This will allow Computershare to store your information securely and will enable you to perform future transactions without the need to enter this information during each transaction.



What information do I need?

Before you proceed with updating or completing your details, you will need the following information to hand:

1. SWIFT / BIC CODE:

SWIFT and BIC codes are basically the same. The Society for Worldwide Interbank Financial Telecommunication (SWIFT) handles the registration of these codes. For this reason, Bank Identifier Codes (BICs) are often called SWIFT addresses or codes.

BIC code or SWIFT code (also known as ISO 9362) is a standard format of Bank Identifier Codes approved by the ISO (International Organization for Standardization). It is the unique identification code of a particular bank. It is necessary for sending money across countries.

WHERE CAN I FIND MY BANK SWIFT / BIC CODE? You can find this code either on your bank statement or you can access the following link, which will assist you in finding this code:
<http://www.swift.com/bsl>

2. YOUR BANK NAME & ADDRESS:

You will be required to enter the name and address of your bank. These details can be found on your bank statements or any other correspondence you have received from your bank. If you are in any doubt, please contact your bank to confirm.

3. IBAN:

IBAN stands for International Bank Account Number, a standardised way of identifying a bank account. It allows for quick and easy processing of payment orders.

The length of an IBAN can go up to 28 digits starting from a 2 letter country code, specific to each country. When a cross-border payment is made in Europe, an IBAN is used to identify the account to which the payment should be made.

An IBAN is always used in conjunction with a SWIFT/Bank Identifier Code (BIC) see above. An IBAN is NOT a new bank account number.

Example IBAN: NL91 ABNA 0417 1643 00

WHERE CAN I FIND MY IBAN?

You should be able to find your IBAN on your statements received from your bank. It should be listed alongside your domestic account number.

Caution: DO NOT attempt to generate or compute an IBAN by yourself or using any third party tools.

Only your bank can provide you a true and accurate IBAN. If you use an incorrect IBAN the payment will be rejected. Please contact your bank if you cannot locate your IBAN



How do I update my banking screens?

- **Select the banking information screens:**

Select '**Banking Details**' from the 'My Details' menu

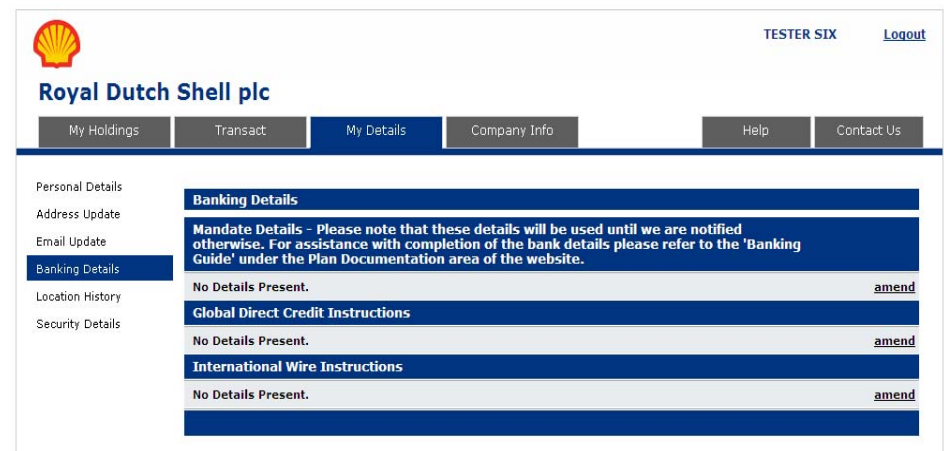


- **Select whether to enter / update your banking details:**

If you wish to update or enter a UK (GBP) bank account, click the '**amend**' link detailed against the **Banking Details** section

If you wish to update or enter a bank account to make a USD to a USD payment*, click the '**amend**' link detailed against the **Global Direct Credit Instructions** section

If you wish to update or enter a non-UK bank account, click the '**amend**' link detailed in the **International Wire Instructions** section

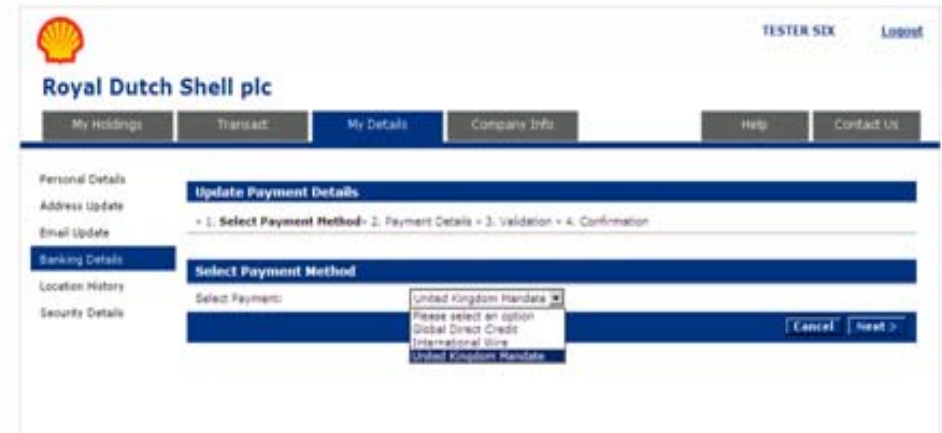


How do I update my banking screens to make a payment to a UK (GBP) bank account?

■ Select your payment method:

Select 'United Kingdom Mandate' from the drop-down menu

Then select 'Next'



■ Enter your information:

Enter the following information:

- Bank Code (sort-code)
- Account Number
- Account Name

Click 'Next'



- **Check your details:**

Check the banking details you have entered into the website

Once you are satisfied that all your details are correct, enter your PIN and click '**submit**'

Royal Dutch Shell plc

My Holdings Transact My Details Company Info Help Contact Us

Personal Details Address Update Email Update Banking Details Location History Security Details

Update Payment Details

= 1. Select Payment Method = 2. Payment Details = 3. Validation = 4. Confirmation

Confirmation

Sort Code: 40-10-04

Payee Account Number: 12345678

Payee Account Name: MR. T. HOLDER, WBC BANK PLC, 2 CANNON ST, LONDON EC4A 3DF

Bank Name and Address: WBC BANK PLC, 2 CANNON ST, LONDON EC4A 3DF

Please re-enter your PIN before clicking on the submit button to complete your request.

Cancel < Previous Submit

- **Confirm your details:**

This confirmation screen will be displayed to confirm your successful transaction.

Royal Dutch Shell plc

My Holdings Transact My Details Company Info Help Contact Us

Personal Details Address Update Email Update Banking Details Location History Security Details

Update Payment Details

= 1. Select Payment Method = 2. Payment Details = 3. Validation = 4. Confirmation

Confirmation

Your updated payment instructions have been successfully received.

Reference Number: 2261778

Cancel < Previous Submit

How do I update my banking screens to make a payment to a local USD bank account?

- **Select your payment method:**

Select **'Global Direct Credit'** from the drop-down menu

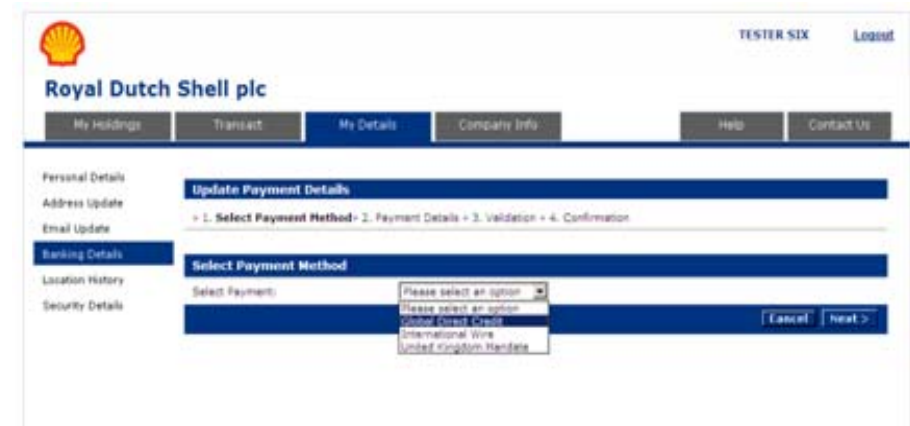
Then select **'Next'**

* **Note:** Global Direct Credit is currently only available in **USD**, and if you are participating in a plan whereby you will receive **RDS.A ADRs stock**.

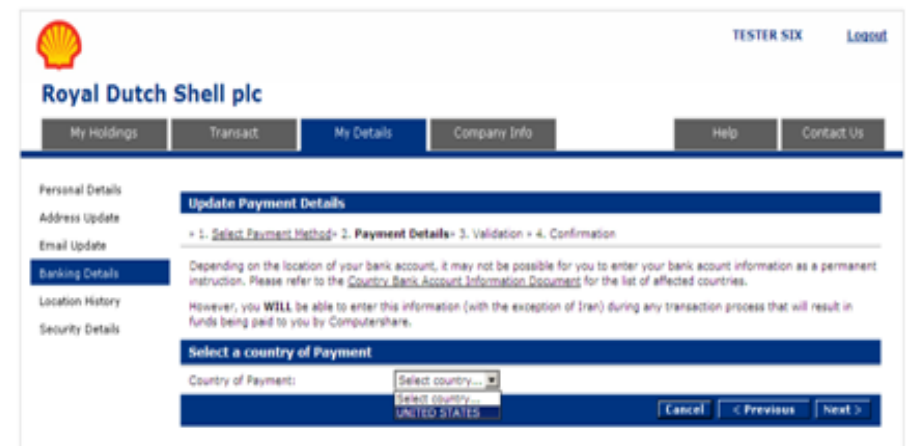
- **Select a country of Payment:**

Select **'United States'** from the drop-down menu

Then select **'Next'**



The screenshot shows the 'Update Payment Details' screen for Royal Dutch Shell plc. The user is logged in as 'TESTER SIX'. The navigation bar includes 'My Holdings', 'Transact', 'My Details', 'Company Info', 'Help', and 'Contact Us'. The left sidebar lists 'Personal Details', 'Address Update', 'Email Update', 'Banking Details' (selected), 'Location History', and 'Security Details'. The main content area shows the 'Update Payment Details' section with a progress bar indicating the steps: 1. Select Payment Method, 2. Payment Details, 3. Validation, 4. Confirmation. The 'Select Payment Method' dropdown menu is open, showing the following options: 'Please select an option', 'Please select an option', 'Global Direct Credit' (highlighted), 'International Wire', and 'United Kingdom Banknote'. There are 'Cancel' and 'Next >' buttons at the bottom right.



The screenshot shows the 'Update Payment Details' screen for Royal Dutch Shell plc. The user is logged in as 'TESTER SIX'. The navigation bar includes 'My Holdings', 'Transact', 'My Details', 'Company Info', 'Help', and 'Contact Us'. The left sidebar lists 'Personal Details', 'Address Update', 'Email Update', 'Banking Details' (selected), 'Location History', and 'Security Details'. The main content area shows the 'Update Payment Details' section with a progress bar indicating the steps: 1. Select Payment Method, 2. Payment Details, 3. Validation, 4. Confirmation. Below the progress bar, there is a message: 'Depending on the location of your bank account, it may not be possible for you to enter your bank account information as a permanent instruction. Please refer to the [Country Bank Account Information Document](#) for the list of affected countries. However, you **WILL** be able to enter this information (with the exception of Iran) during any transaction process that will result in funds being paid to you by Computershare.' The 'Select a country of Payment' dropdown menu is open, showing the following options: 'Select country...', 'Select country...', and 'UNITED STATES' (highlighted). There are 'Cancel', '< Previous', and 'Next >' buttons at the bottom right.

■ Agree to the Global Payments Agreement

Before entering your details, you will need to read the global payments agreement. These terms and conditions outline our services in which we will make cash payments to your bank account

You need to agree to the global payments agreement by clicking the 'I agree' radio button and then clicking 'Next'



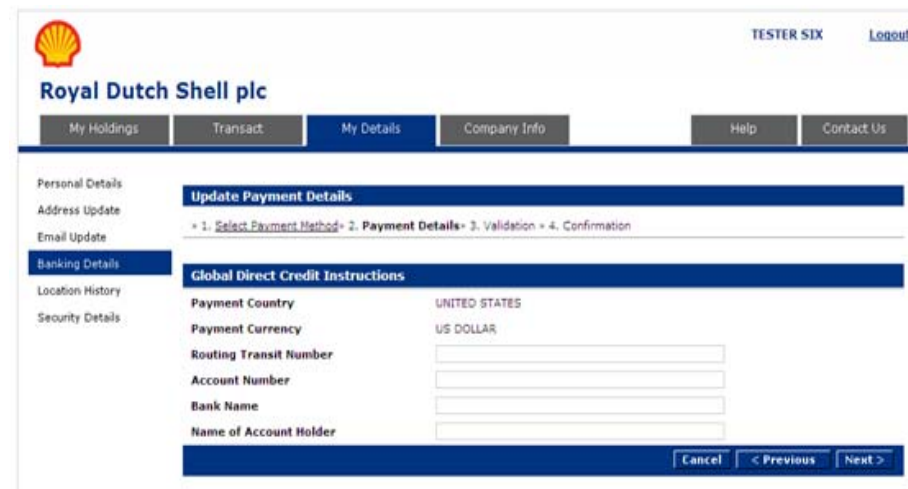
The screenshot shows the 'Update Payment Details' page for Royal Dutch Shell plc. The user is logged in as 'TESTER SIX'. The page has a navigation bar with 'My Holdings', 'Transact', 'My Details', 'Company Info', 'Help', and 'Contact Us'. The left sidebar lists 'Personal Details', 'Address Update', 'Email Update', 'Banking Details' (highlighted), 'Location History', and 'Security Details'. The main content area shows the 'Update Payment Details' progress bar with steps: 1. Select Payment Method, 2. Payment Details, 3. Validation, 4. Confirmation. Below this is the 'Terms and Conditions' section, titled 'Global Payment Services Agreement'. The text describes the services and the agreement between the user and Computershare. At the bottom, there are radio buttons for 'I agree' and 'I disagree', and 'Cancel', '< Previous', and 'Next >' buttons.

■ Enter your information:

Enter the following information:

- Routing Transit Number (RTN)
- Account Number
- Bank Name
- Name of Account Holder

Note: A RTN is a 9 digit bank code, used in the USA to identify banking institutions when processing electronic transactions.



The screenshot shows the 'Update Payment Details' page for Royal Dutch Shell plc, specifically the 'Global Direct Credit Instructions' section. The user is logged in as 'TESTER SIX'. The page has the same navigation bar and sidebar as the previous screenshot. The main content area shows the 'Update Payment Details' progress bar with steps: 1. Select Payment Method, 2. Payment Details, 3. Validation, 4. Confirmation. Below this is the 'Global Direct Credit Instructions' section. It contains fields for 'Payment Country' (UNITED STATES), 'Payment Currency' (US DOLLAR), 'Routing Transit Number', 'Account Number', 'Bank Name', and 'Name of Account Holder'. At the bottom, there are 'Cancel', '< Previous', and 'Next >' buttons.

Click 'Next'

- **Check your details:**

Check the banking details you have entered into the website

Once you are satisfied that all your details are correct, enter your PIN and click '**submit**'

TESTER SIX [Logout](#)

Royal Dutch Shell plc

My Holdings Transact **My Details** Company Info Help Contact Us

Personal Details
Address Update
Email Update
Banking Details
Location History
Security Details

Update Payment Details

= 1. Select Payment Method = 2. **Payment Details** = 3. Validation = 4. Confirmation

Check Your Payment Details

Payment Country	UNITED STATES
Payment Currency	US DOLLAR
Routing Transit Number	12345
Account Number	123456
Bank Name	TEST BANK
Name of Account Holder	Mr T HOLDER

Please re-enter your PIN before clicking on the submit button to complete your request.

[Cancel](#) [< Previous](#) [Submit](#)

- **Confirm your details:**

This confirmation screen will be displayed to confirm your successful transaction.

TESTER SIX [Logout](#)

Royal Dutch Shell plc

My Holdings Transact **My Details** Company Info Help Contact Us

Personal Details
Address Update
Email Update
Banking Details
Location History
Security Details

Update Payment Details

= 1. Select Payment Method = 2. Payment Details = 3. Validation = 4. **Confirmation**

Confirmation

Your updated payment instructions have been successfully received.

Reference Number: 2161801

How do I update my banking screens to make a payment to a non-UK bank account?

- **Select your account type:**

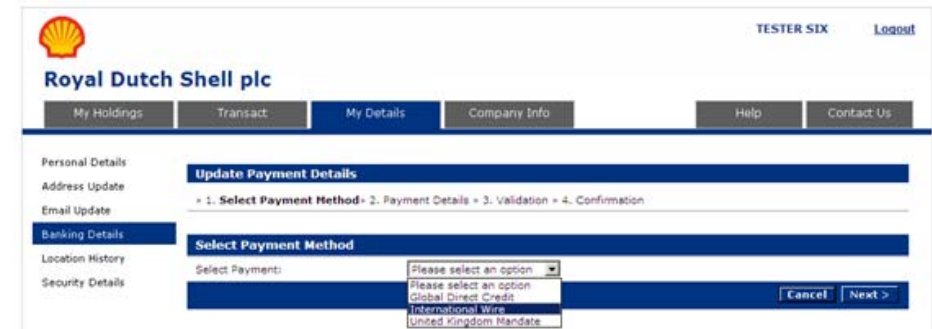
Select 'International Wire' from the drop-down menu

Then select 'Next'

- **Select your country of payment:**

From the drop-down menu, select a country of payment and click 'Next'.

Note: This is the country where your bank account is held



TESTER SIX Logout

Royal Dutch Shell plc

My Holdings Transact My Details Company Info Help Contact Us

Personal Details
Address Update
Email Update
Banking Details
Location History
Security Details

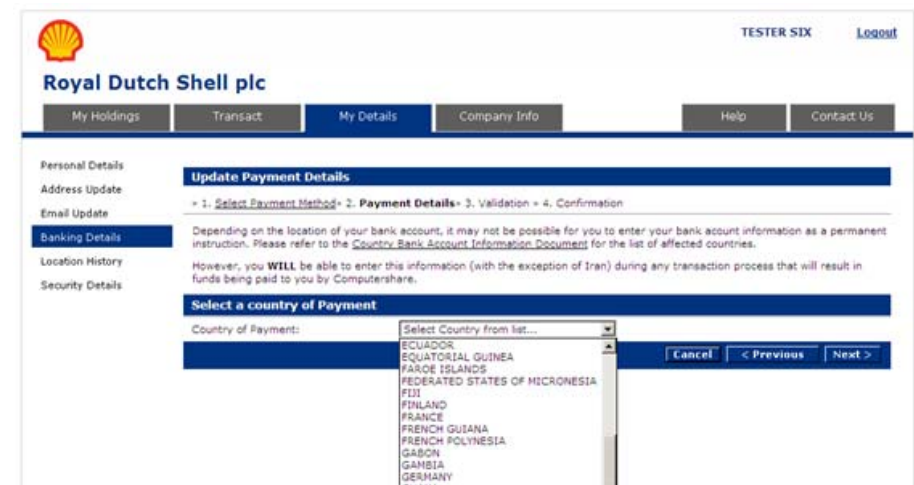
Update Payment Details

> 1. **Select Payment Method** > 2. Payment Details > 3. Validation > 4. Confirmation

Select Payment Method

Select Payment: Please select an option
Global Direct Credit
International Wire
United Kingdom Mandate

Cancel Next >



TESTER SIX Logout

Royal Dutch Shell plc

My Holdings Transact My Details Company Info Help Contact Us

Personal Details
Address Update
Email Update
Banking Details
Location History
Security Details

Update Payment Details

> 1. **Select Payment Method** > 2. **Payment Details** > 3. Validation > 4. Confirmation

Depending on the location of your bank account, it may not be possible for you to enter your bank account information as a permanent instruction. Please refer to the [Country Bank Account Information Document](#) for the list of affected countries.

However, you **WILL** be able to enter this information (with the exception of Iran) during any transaction process that will result in funds being paid to you by Computershare.

Select a country of Payment

Country of Payment: Select Country from list...

Ecuador
Equatorial Guinea
Faroe Islands
Federated States of Micronesia
Fiji
Finland
France
French Guiana
French Polynesia
Gabon
Gambia
Germany
Iceland

Cancel < Previous Next >

- **Agree to the Terms and Conditions:**

Before entering your details, you will need to read the global payments agreement. These terms and conditions outline our services in which we will make cash payments to your bank account.

You need to agree to the global payments agreement by clicking the '**I agree**' radio button and then clicking '**Next**'

- **Select the currency of your payment:**

From the drop-down menu, select a currency that you wish to have payments made to your bank account.

Note: It is important that your bank account can accept your chosen currency

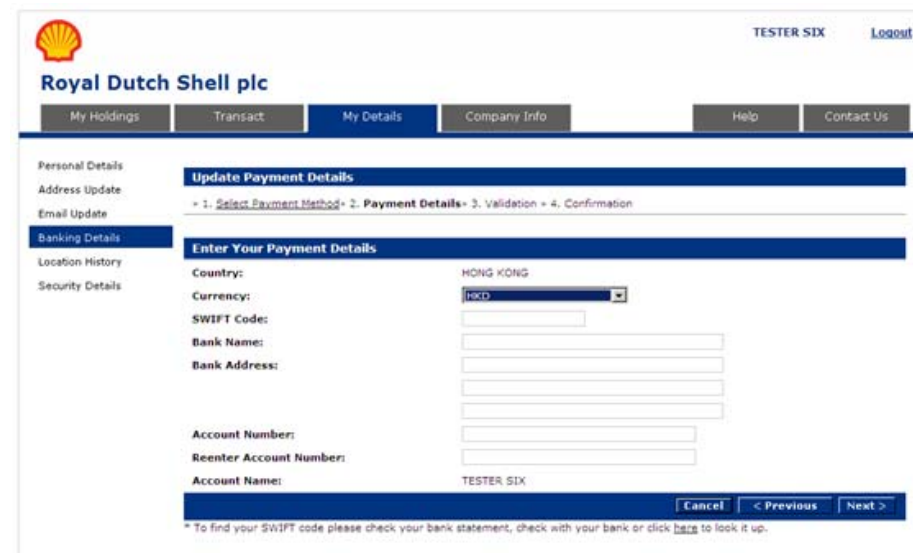
■ Enter your information:

Enter the following information:

- SWIFT Code
- Bank Name
- Bank Address
- Account Number

Click '**Next**'

Note: Depending on the country in which your account is held, you may be required to submit additional information such as your bank's telephone number. You will be advised of these requirements during this process.

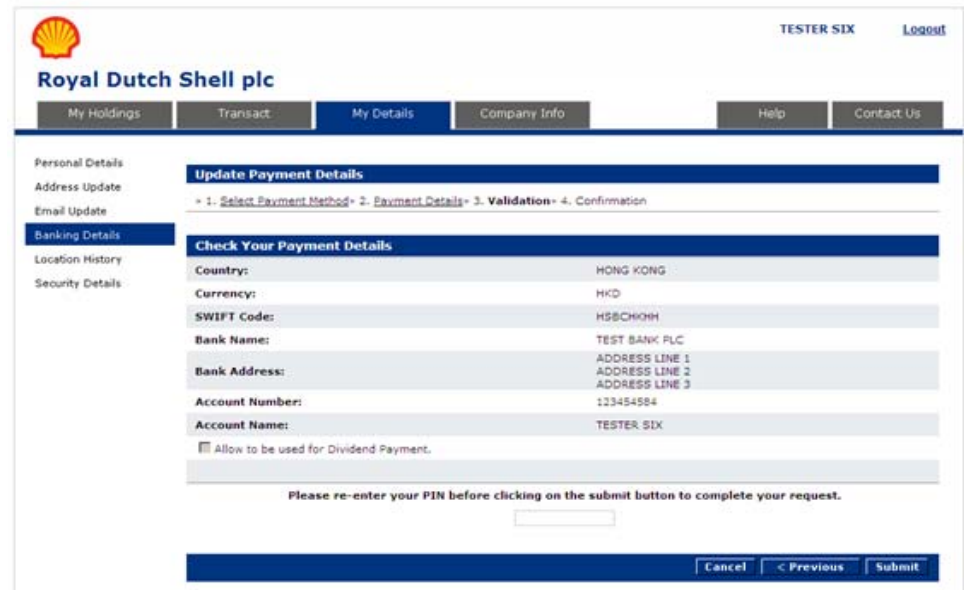



The screenshot shows the 'Update Payment Details' page of the Royal Dutch Shell plc online portal. The user is logged in as 'TESTER SIX'. The page has a navigation bar with links: My Holdings, Transact, My Details (active), Company Info, Help, and Contact Us. On the left, there is a sidebar menu with links: Personal Details, Address Update, Email Update, Banking Details (active), Location History, and Security Details. The main content area is titled 'Update Payment Details' and includes a progress bar: '1. Select Payment Method' (active), '2. Payment Details' (current), '3. Validation', and '4. Confirmation'. Below this, the 'Enter Your Payment Details' section contains the following fields: Country (HONG KONG), Currency (HKD), SWIFT Code, Bank Name, Bank Address (multiple lines), Account Number, Reenter Account Number, and Account Name (TESTER SIX). At the bottom, there are 'Cancel', '< Previous', and 'Next >' buttons. A footnote at the bottom states: '* To find your SWIFT code please check your bank statement, check with your bank or click [here](#) to look it up.'



■ Check your details:

Check the banking details you have entered into the website
Once you are satisfied that all your details are correct, enter your PIN and click '**submit**'



 **Royal Dutch Shell plc** TESTER SIX [Logout](#)

[My Holdings](#) [Transact](#) [My Details](#) [Company Info](#) [Help](#) [Contact Us](#)

Personal Details
Address Update
Email Update
Banking Details
Location History
Security Details

Update Payment Details
= 1. Select Payment Method = 2. **Payment Details** = 3. Validation = 4. Confirmation

Check Your Payment Details

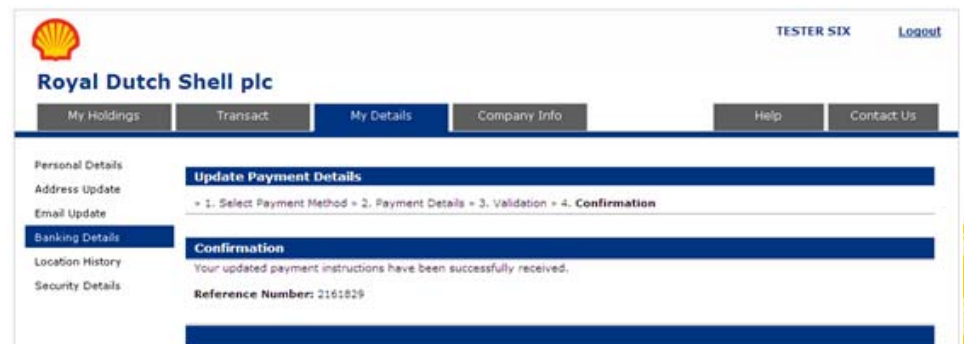
Country: HONG KONG
Currency: HKD
SWIFT Code: HSBCHKHH
Bank Name: TEST BANK PLC
Bank Address: ADDRESS LINE 1
ADDRESS LINE 2
ADDRESS LINE 3
Account Number: 123454584
Account Name: TESTER SIX
☐ Allow to be used for Dividend Payment.


Please re-enter your PIN before clicking on the submit button to complete your request.

[Cancel](#) [< Previous](#) [Submit](#)

■ Confirm your details:

This confirmation screen will be displayed to confirm your successful transaction.



 **Royal Dutch Shell plc** TESTER SIX [Logout](#)

[My Holdings](#) [Transact](#) [My Details](#) [Company Info](#) [Help](#) [Contact Us](#)

Personal Details
Address Update
Email Update
Banking Details
Location History
Security Details

Update Payment Details
= 1. Select Payment Method = 2. Payment Details = 3. Validation = 4. **Confirmation**

Confirmation
Your updated payment instructions have been successfully received.
Reference Number: 2161829