

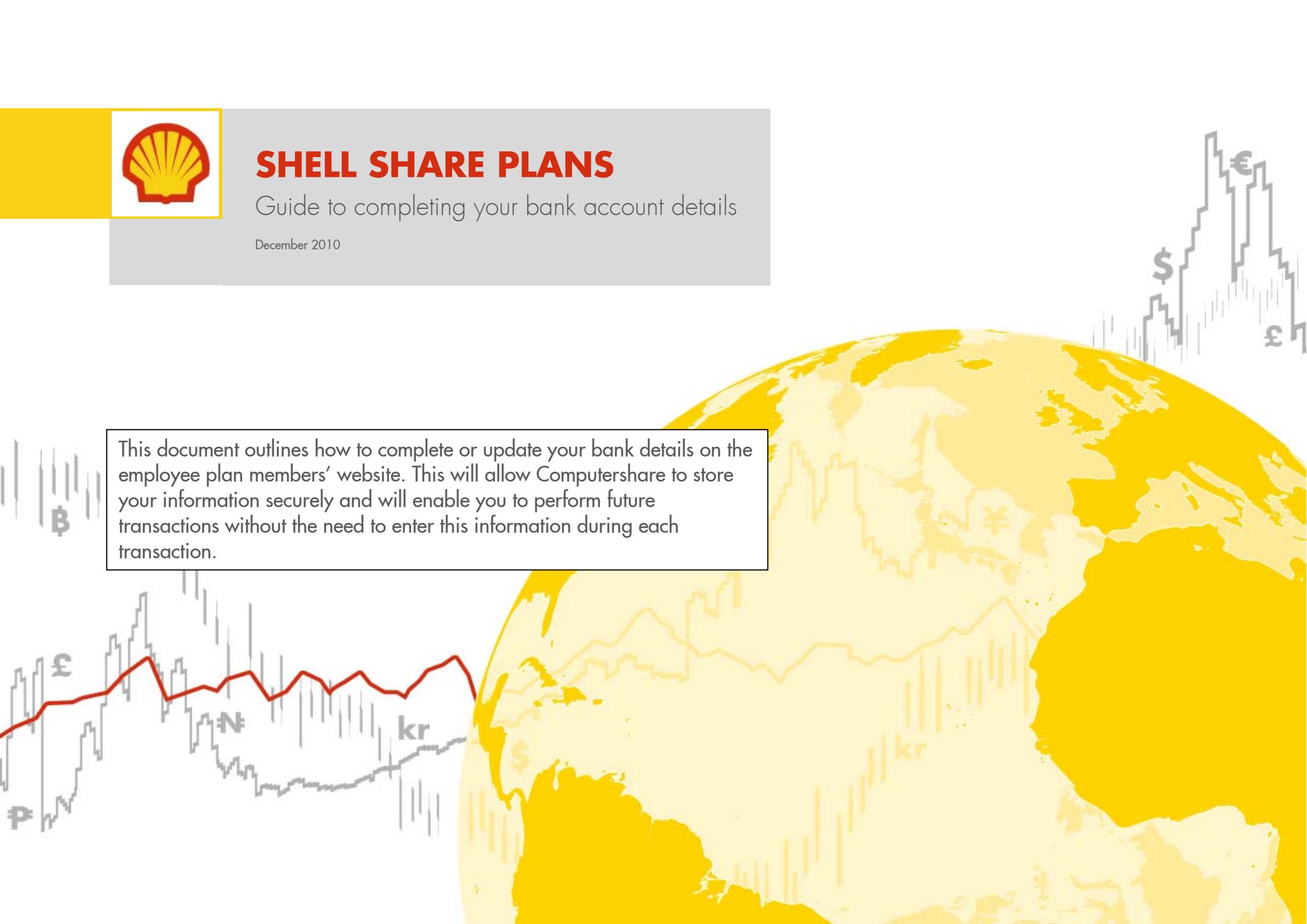


# SHELL SHARE PLANS

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



TESTER SIX Logout

Royal Dutch Shell plc

My Holdings Transact My Details Company Info Help Contact Us

Portfolios Holding Information Contributions Transaction History Correspondence

Employee Profile Important Information

GESPP 2011

Banking Details

You have 5 new messages.

Personal Details Address Update Email Update Location History Security Details

Before proceeding with any amendment, it is to read the relevant information available on the link buttons on the right hand side of this screen and in the Company Info tab above.

Documentation is available to help you through the enrolment process, assuming that you are eligible and have been invited to join the Plan. Please refer either to the Quick Action Guide or the Step by Step Enrollment Guide, within the Company Info tab above, for more information.

Once enrolled, in the unlikely event that you wish to make a change to your contribution amount before the January 2011 contribution, you will be able to do so online in this account by selecting Contributions from the left hand menu between the 2 December and the 19 December 2010.

Thereafter, please ensure that you make any changes online at this account by selecting Contributions from the left hand menu in time for the cut off date of the 15th of the month before the month in which the change is to be activated. For example a change for March 2011 payroll must be submitted online by Feb 15th.

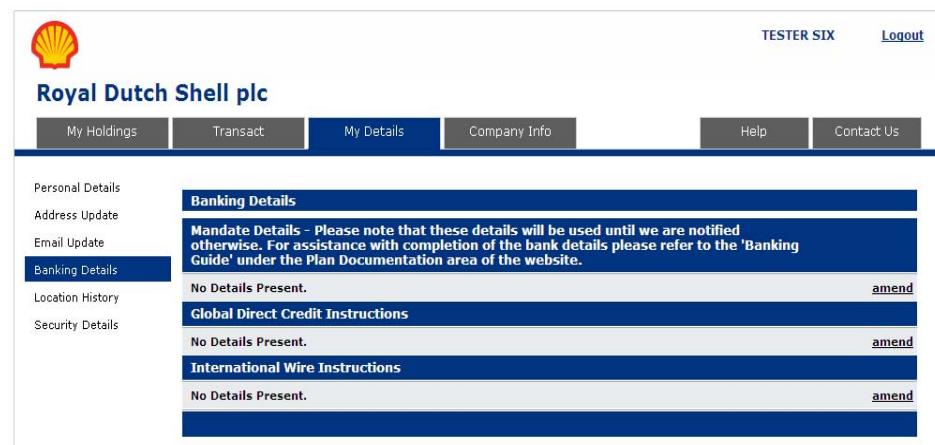
GESPP 2011 Plan Summary  
GESPP 2011 Quick Action Guide  
GESPP 2011 How To View my new limits  
Sharesave Closures  
Exercise Options  
Sell/Transfer from VSA  
PSI - Take Delivery

## ■ 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



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

Banking Details

Mandate Details - Please note that these details will be used until we are notified otherwise. For assistance with completion of the bank details please refer to the 'Banking Guide' under the Plan Documentation area of the website.

No Details Present. amend

Global Direct Credit Instructions

No Details Present. amend

International Wire Instructions

No Details Present. amend

# 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

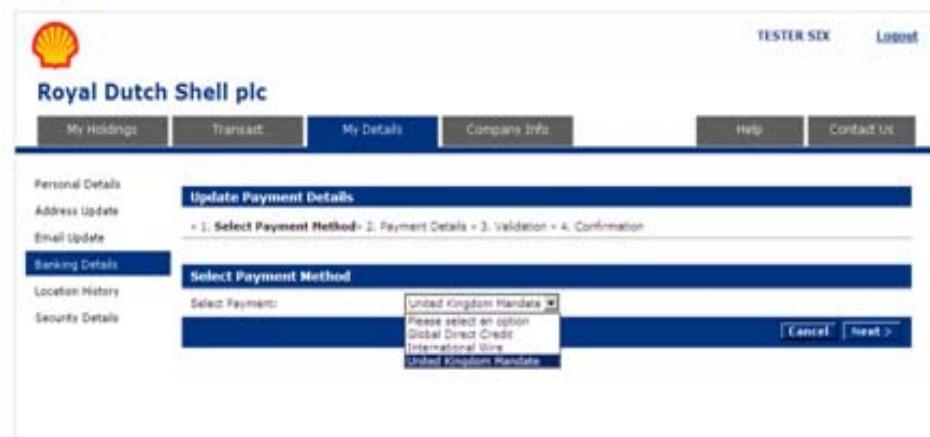
Then select 'Next'

## ■ Enter your information:

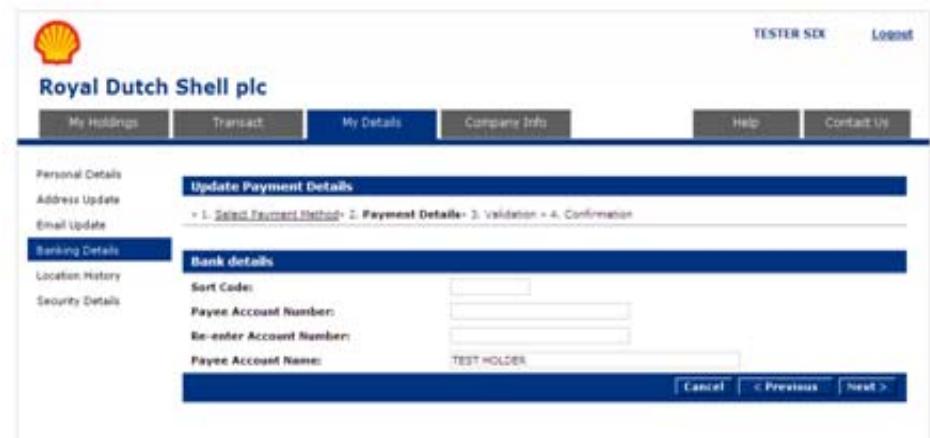
Enter the following information:

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

Click 'Next'



The screenshot shows a web-based banking interface for Royal Dutch Shell plc. At the top, there are tabs for 'My Holdings', 'Transact', 'My Details', and 'Company Info'. On the right, there are 'TESTER SIX' and 'Logout' buttons. Below these are 'Help' and 'Contact Us' buttons. The main content area has a 'Personal Details' section with 'Address Update' and 'Email Update' buttons. A 'Banking Details' section is highlighted in blue, containing 'Location History' and 'Security Details' buttons. To the right, a 'Update Payment Details' section is shown with a sub-section 'Select Payment Method'. A dropdown menu is open, showing 'United Kingdom Mandate' as the selected option. Other options listed are 'Please select an option', 'Global Direct Credit', 'International Bank', and 'United Kingdom Mandate'. At the bottom right of this section are 'Cancel' and 'Next >' buttons.



The screenshot shows the same banking interface. The 'Banking Details' section is now highlighted. The 'Bank details' sub-section contains fields for 'Sort Code', 'Payee Account Number', 'Re-enter Account Number', and 'Payee Account Name'. The 'Payee Account Name' field is filled with 'TEST HOLDER'. At the bottom right are 'Cancel', '< Previous', and 'Next >' buttons.

## ■ 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    Update Payment Details

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

Email Update

**Banking Details**

Location History

Security Details

Confirmation

Sort Code: 40-19-04

Payee Account Number: 12345678

Payee Account Name: MR T HOLDER, HSBC BANK PLC, 2 CANNON ST, LONDON EC4N 1EW

Bank Name and Address:

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    Update Payment Details

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

Email Update

**Banking Details**

Location History

Security Details

Confirmation

Your updated payment instructions have been successfully received.

Reference Number: 2181778

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

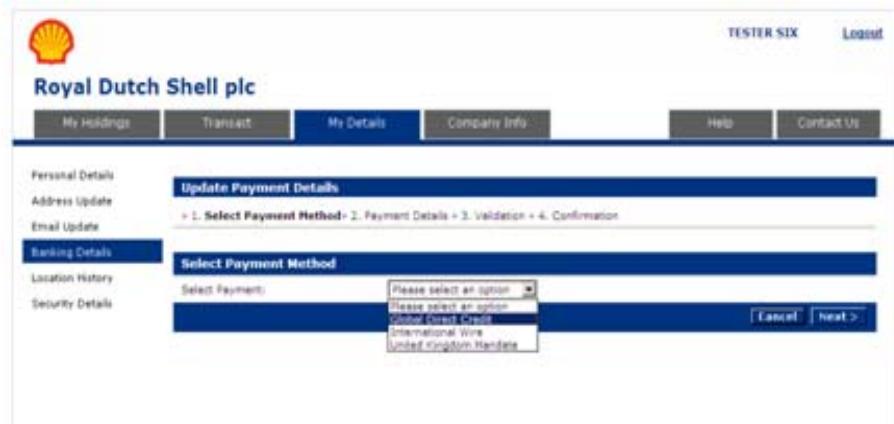
Then select 'Next'

\* 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'



TESTER SIX Logout

Royal Dutch Shell plc

My Holdings      Transit      My Details      Company Info      Help      Contact Us

Personal Details      Update Payment Details  
Address Update      > 1. Select Payment Method -> 2. Payment Details -> 3. Validation -> 4. Confirmation

Email Update

**Banking Details**

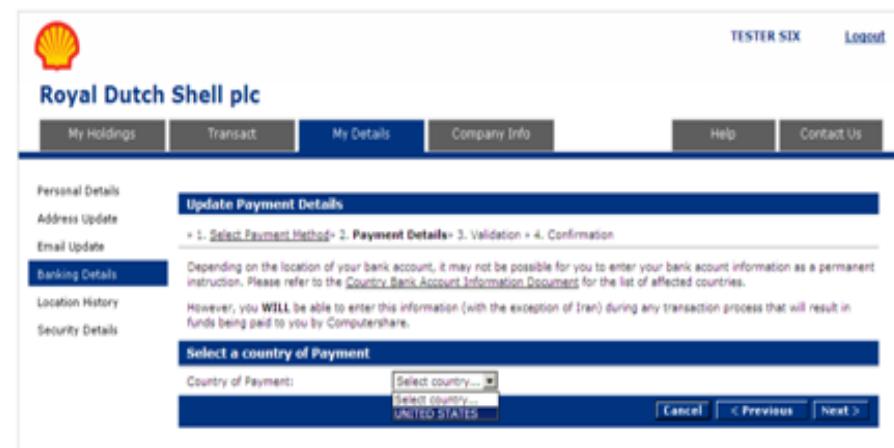
Location History

Security Details

Select Payment Method

Please select an option  
Global Direct Credit  
International Wire  
United Kingdom Remittance

[Cancel] [Next >]



TESTER SIX Logout

Royal Dutch Shell plc

My Holdings      Transit      My Details      Company Info      Help      Contact Us

Personal Details      Update Payment Details  
Address Update      > 1. Select Payment Method -> 2. Payment Details -> 3. Validation -> 4. Confirmation

Email Update

**Banking Details**

Location History

Security Details

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

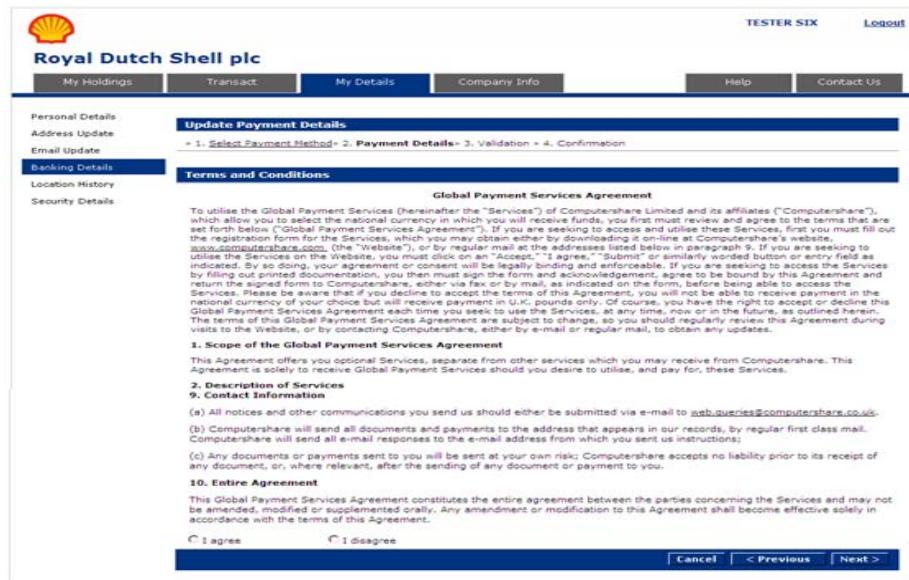
Country of Payment: **UNITED STATES**

[Select country] [Cancel] [< Previous] [Next >]

## ■ 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'



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

**Terms and Conditions**

**Global Payment Services Agreement**

To utilise the Global Payment Services (hereinafter the "Services") of Computershare Limited and its affiliates ("Computershare"), which allow you to select the national currency in which you will receive funds, you first must review and agree to the terms that are set forth below ("Global Payment Services Agreement"). If you are seeking to access and use these Services, first you must fill out the application form for the Services which can be found at [www.computershare.co.uk](http://www.computershare.co.uk) or [www.computershare.com](http://www.computershare.com) (the "Website"), or by regular mail at the addresses listed below in paragraph 9. If you are seeking to utilise the Services, you must accept the terms of this Agreement by clicking the "I agree" button below, or by signing and returning the form as indicated. By so doing, your agreement or consent will be legally binding and enforceable. If you are seeking to access the Services by filling out printed documentation, you then must sign the form and acknowledgement, agree to be bound by this Agreement and return the signed form to Computershare by the instructions set out in the documentation. Please note that the Services are provided by Computershare. Please be aware that if you decline to accept the terms of this Agreement, you will not be able to receive payment in the national currency of your choice but will receive payment in U.K. pounds only. Of course, you have the right to accept or decline the Global Payment Services Agreement at any time, and to do so you must click the "I disagree" button below. The terms of this Global Payment Services Agreement are subject to change, so you should regularly review this Agreement during visits to the Website, or by contacting Computershare, either by e-mail or regular mail, to obtain any updates.

**1. Scope of the Global Payment Services Agreement**  
This Agreement offers you optional Services, separate from other services which you may receive from Computershare. This Agreement is solely to receive Global Payment Services should you desire to utilise, and pay for, these Services.

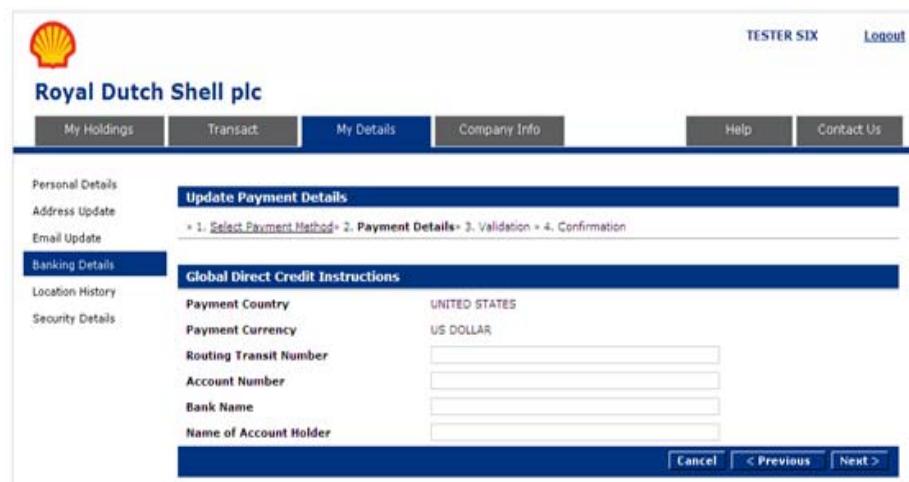
**2. Description of Services**  
**9. Contact Information**

(a) All notices and other communications you send us should either be submitted via e-mail to [web\\_queries@computershare.co.uk](mailto:web_queries@computershare.co.uk).  
(b) Computershare will send all documents and payments to the address that appears in our records, by regular first class mail. Computershare will send all e-mail responses to the e-mail address from which you sent us instructions;  
(c) Any documents or payments sent to you will be sent at your own risk; Computershare accepts no liability prior to its receipt of any document, or, where relevant, after the sending of any document or payment to you.

**10. Entire Agreement**  
This Global Payment Services Agreement constitutes the entire agreement between the parties concerning the Services and may not be amended, modified or supplemented orally. Any amendment or modification to this Agreement shall become effective solely in accordance with the terms of this Agreement.

I agree  I disagree

Cancel < Previous 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

**Global Direct Credit Instructions**

Payment Country: UNITED STATES  
Payment Currency: US DOLLAR  
Routing Transit Number:   
Account Number:   
Bank Name:   
Name of Account Holder:

Cancel < Previous Next >

## ■ 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.

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

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

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:

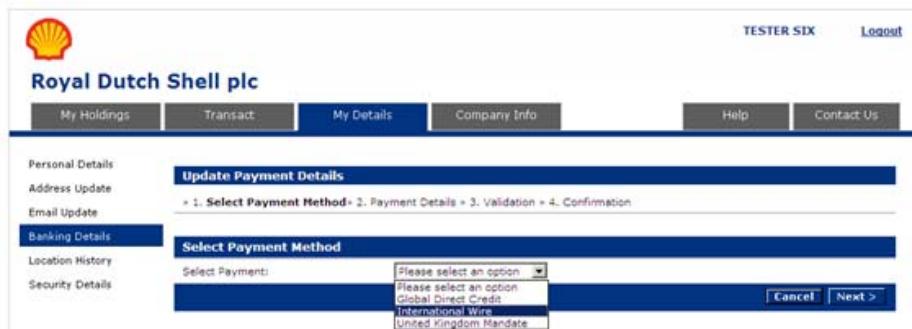
Select 'International Wire' from the drop-down menu

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

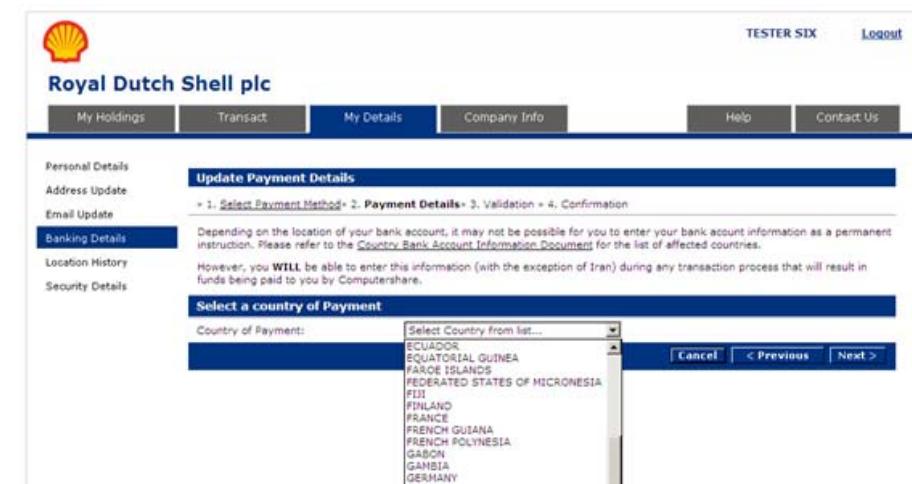
Personal Details Address Update Email Update Banking Details Location History Security Details

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

Select Payment Method

Select Payment: Please select an option  
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

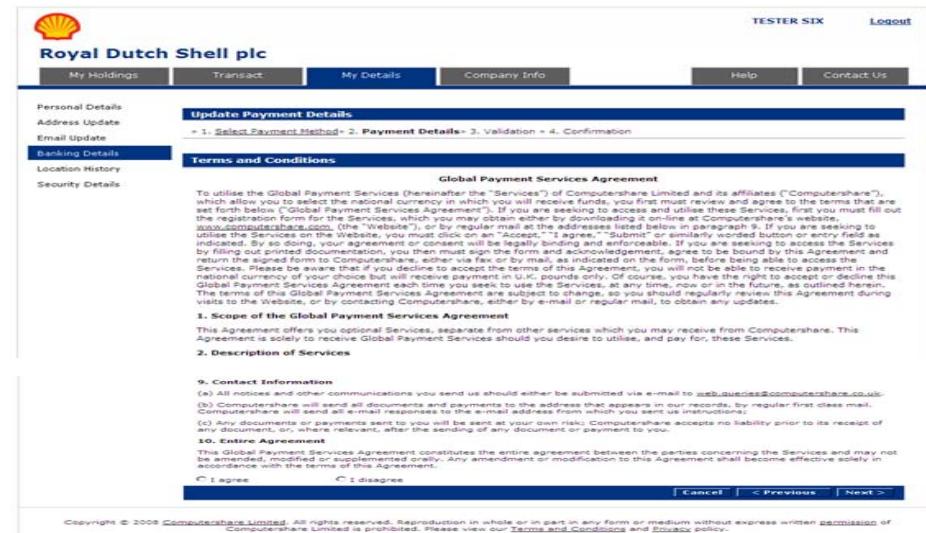
Country of Payment: Select Country from list...  
ECUADOR  
ECUATORIAL GUINEA  
FAROE ISLANDS  
FEDERATED STATES OF MICRONESIA  
FIJI  
FINLAND  
FRANCE  
FRENCH GUIANA  
FRENCH POLYNESIA  
GABON  
GAMBIA  
GERMANY

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'



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

**Terms and Conditions**

**Global Payment Services Agreement**

To utilise the Global Payment Services (hereinafter the "Services") of Computershare Limited and its affiliates ("Computershare"), which allow you to select the national currency in which you will receive funds, you first must review and agree to the terms that are set forth in the Global Payment Services Agreement. If you are unable to do so, and utilise the Services, you must fill out the registration form for the Services, which you may obtain either by downloading it on-line at Computershare's website, accessible at [www.computershare.co.uk](http://www.computershare.co.uk). Once you have obtained the registration form, you must fill out the registration form for the Services on the Website, you must click on an "Accept," "I agree," "Submit" or similarly worded button or entry field as indicated. By so doing, your agreement or consent will be legally binding and enforceable. If you are seeking to access the Services by telephone, you must call Computershare, either via fax or by mail, as indicated on the form, before being able to access the Services. Computershare will then send you a signed form to be completed and returned to Computershare. Computershare will accept the national currency of your choice but will receive payment in U.K. pounds only. Of course, you have the right to accept or decline this Global Payment Services Agreement each time you seek to use the Services, at any time, now or in the future, as outlined herein. The terms of the Global Payment Services Agreement will be updated from time to time. You may update this Agreement during visits to the Website, or by contacting Computershare, either by e-mail or regular mail, to obtain any updates.

**1. Scope of the Global Payment Services Agreement**

This Agreement offers you optional Global Payment Services, separate from other services which you may receive from Computershare. This Agreement is solely to receive Global Payment Services should you desire to utilise, and pay for, these Services.

**2. Description of Services**

**9. Contact Information**

(a) All notices and other communications you send us should either be submitted via e-mail to [webqueries@computershare.co.uk](mailto:webqueries@computershare.co.uk).  
(b) Computershare will send all documents and payments to the address that appears in our records, by regular first class mail. Computershare will send all e-mail responses to the e-mail address from which you sent us instructions.  
(c) Any documents or payments sent to you will be sent at your own risk. Computershare accepts no liability prior to its receipt of any documents or payments received by us, or the sending of any documents or payment to you.

**10. Entire Agreement**

This Global Payment Services Agreement constitutes the entire agreement between the parties concerning the Services and may not be amended or modified except as set forth above. Any amendment or modification to this Agreement shall become effective solely in accordance with the terms of this Agreement.

I agree  I disagree

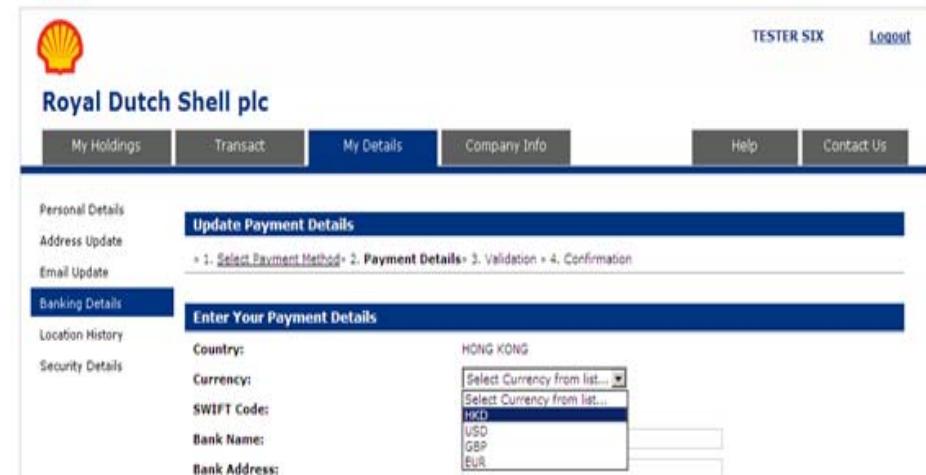
Cancel < Previous Next >

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## ■ 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



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

**Enter Your Payment Details**

Country: HONG KONG

Currency:

SWIFT Code:

Bank Name:

Bank Address:

Bank Address:

Bank Address:

Cancel < Previous Next >

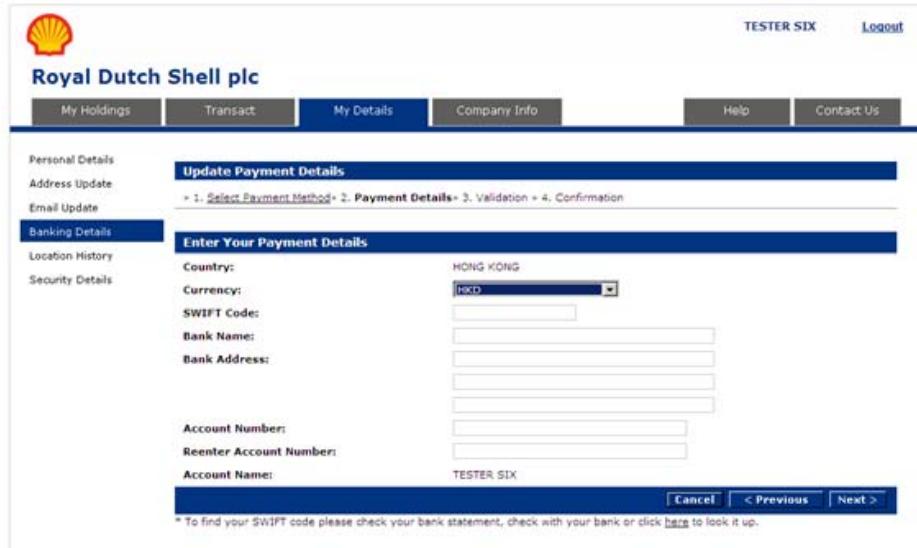
## ■ Enter your information:

Enter the following information:

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

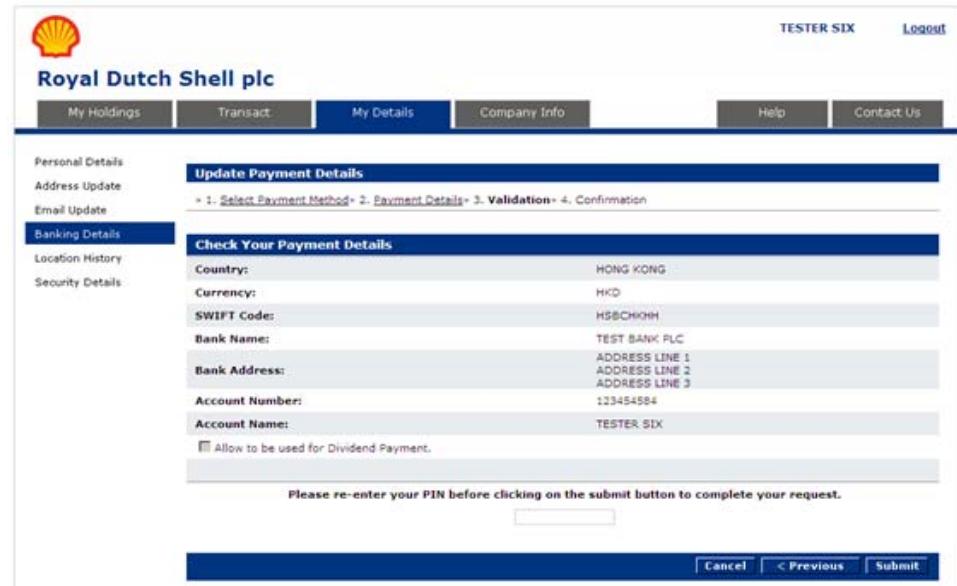
Click 'Next'

**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.



## ■ 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

TESTER SIX Logout

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

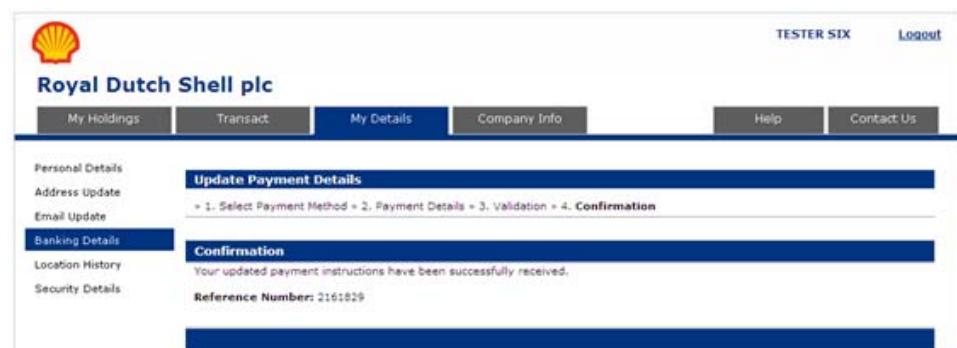
**Check Your Payment Details**

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:	113454584
Account Name:	TESTER SIX
<input type="checkbox"/> Allow to be used for Dividend Payment.	

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

## ■ 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

TESTER SIX Logout

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