



Rolls-Royce

General Website FAQs

Website FAQs

Using this website

1. What can I use this website for?

We know that it can be difficult keeping track of different share accounts. That's why we've created a site where you can access all of your Rolls-Royce share plan information quickly and easily in just one place.

But that's not all, you can:

- View all personal correspondence
- Track Rolls-Royce share price (note that the share price shown on the website is delayed against the current market share price by only 20 minutes)
- Keep, manage and sell shares acquired from your shares plans

From February 2013, you can choose to keep shares acquired through your share plans in a 'Vested Share Account' or 'VSA' which you can access and manage from this site. This account can hold shares acquired from your Rolls-Royce share plans from February 2013 onwards.

2. Can my spouse have access to this site?

No, these facilities are only available to you personally.

Share plan information

3. How do I find out which share plans I have?

You can see all of your Rolls-Royce share plans by selecting the 'Portfolio' tab.

4. Where can I find information about APRA or PSP plans that matured before this website went live?

A summary of all APRA and PSP awards and releases can be viewed in the 'Correspondence' section.

5. Missing or wrong information? What should I do?

We've done our best to make sure that the information contained on this site is accurate. But if it isn't it's important to get it changed.

For personal data, like banking or address details, you can make the changes yourself by selecting the relevant 'Update' button in the 'My Profile' section.

For any other changes, give the Computershare Helpline a call on 0370 889 3122.

My personal information

6. Is my personal information linked to the information Rolls-Royce holds?

Your account has been created using personal information provided by Rolls-Royce. But going forward **it's your responsibility to make sure that your personal details are correct and up to date.**

If you want to sell your shares or transfer them to a personal share dealing account, you'll also need to provide this information.

You can make updates by selecting the relevant 'Update' button in the 'My Profile' section. Putting you in charge of managing your personal details means that you have complete control over where any share plan information is sent.

7. Moving house? Let us know.

It's important that you keep your personal details up to date. Otherwise you may miss out on important updates about your plans. Changing your address and other personal information is easy – select the 'My Profile' button and then click 'Update' in the 'Personal Details' section. You'll then be able to make any necessary changes in real time.

Letting Rolls-Royce know your new address won't update your contact details with Computershare. Although they'll provide us with your contact details to start with, any changes in future will need to be made manually. This is because lots of you like any addressed changes to be processed immediately, as well as having the flexibility to change your personal preferences, like having information sent to a different address. Given the large number of members, if Rolls-Royce were to provide regular updates of data, any manual changes would be lost. So it makes more sense for you to be in control.

8. Want your share plan information to be sent to a different address?

If you're working away from home you may prefer to have your share plan information sent to a different address than the one you have registered with Rolls-Royce. Changing the address that you'd like information sent to is easy – select the 'My Profile' button and then click 'Update' in the 'Personal Details' section. You'll then be able to make any necessary changes.

9. Why do you need my bank details?

You will only need to complete your bank details if you sell your shares using the online system. In this instance, your bank account details as noted in point 14 will be required.

Your bank account details can be updated by clicking on the 'My Profile' button and choosing 'Update' in the 'Banking Details' section. When you sell shares you'll be asked to choose which account you want to use.

10. Is my personal information secure?

The Rolls-Royce data protection policy sets out how your information is stored and used.

Please click [here](#) for more information

Selling or transferring my shares

11. How do I sell my Shares?

You can sell your shares either immediately on the release date of one of your plans, or at a later date from the Vested Share Account (VSA). If you want to sell shares immediately when they become available under a Rolls-Royce share plan just select the 'Portfolio' option and then click the 'More Details' button next to the plan from which you would like to sell the shares.

If you want to sell shares from the Vested Share Account (VSA), you also just go to the Portfolio page and choose the 'More Details' button next to 'Vested Share Account', and then follow the step by step instructions.

12. How do I transfer my Shares?

You can transfer shares into a personal share dealing account, or to a share certificate. This can only be done from the Vested Share Account.

To transfer shares into a personal share dealing account from the Vested Share Account (VSA), Select the 'More Details' option next to 'Vested Shared Account' on the Portfolio page. If you have just acquired your shares from a Rolls-Royce share plan, you'll need to wait one or two business days after the release date for the shares to appear in the account, but as soon as you can see them in there, you'll be able to transfer the shares into a personal share dealing account, at zero cost.

13. Can I set a minimum sale price?

Yes. You can set a minimum sale price. We refer to it as a 'limit order'. This can only be done if you sell shares from your Vested Share Account (VSA). A 0.35% charge (with a minimum charge of £12.50) applies to all sale orders placed from the VSA.

14. What information do you need for me to sell my shares?

You'll need to provide us with details of a bank account, like the account name, account number and the sort code. You can enter this information by clicking on the 'My Profile' button and choosing 'Update' in the 'Banking Details' section. This information will then show when you are instructing the sale of shares through the website. This is so that we can transfer the money you make selling the shares straight into your bank account.

If you'd like the money transferred to a non-UK bank account, you'll also need to let us know:

- The SWIFT code (otherwise known as BIC); **OR**
- The ABA number (If your bank is located in the US)
- Your **branch** address;
- Your account number (for EU and EEA account this will be the IBAN number); and
- The name in which the account is held.

We need this information to sell your shares. So make sure you have it to hand before you start your transaction.

15. What brokerage details do I need to provide if I want to transfer my shares into my personal share dealing account?

Should you wish to transfer your shares from the VSA account into a brokerage account you will need to provide us with the details of your broker and your account. Your share dealing account details can be viewed and updated by clicking on the 'My Profile' button and choosing 'Update' in the 'Broker Details' section.

16. How quickly will I be paid after selling my shares?

Sale payments are sent to your nominated bank account within 3 working days. If the transfer is to a non-UK bank account, it may take longer. An online contract note will also be available the day after the trade for APRA and 3 days after the trade for PSP.

Because we rely on banks to make these payments, we recommend that you don't make any related financial commitments until the funds have cleared into your account.

17. Is there a charge for selling my shares?

Any shares sold through your Vested Share Account (VSA) incur dealing cost of 0.35% with a minimum fee of £12.50. There is also a £20 fee for international bank transfers.

There are no charges for transferring your shares to a share certificate or personal share dealing account.

18. Can I transfer shares received from a share plan immediately to my spouse?

It's not possible to register your shares in your spouse's name immediately upon release or maturity of the shares.

19. If I sell my shares, what currency will I be paid in?

You can choose to be paid in Great British Pounds (GBP) or your local currency. A foreign exchange rate will be applied to any payments being sent in local currency. The rate is determined by the Global Payment Service Provider.

20. Do I have to pay tax on any shares I sell?

Generally any income tax becomes due at the time a plan matures or shares are released to you. Computershare won't deduct any tax from the sale of shares already held in the Vested Share Account (VSA). Any income tax or social security payments required will have already been deducted at the time of the maturity/vesting.

The sale of shares from your other share plans may be subject to tax. If in doubt, we recommend that you seek advice from a professional financial advisor. Neither Computershare nor the Company are allowed to give you personal tax advice.

21. Are there any times when I'm not allowed to sell my shares?

Yes. As a Rolls-Royce employee, you may be classed as an 'insider'. Insiders are employees who have access to information that, if made public, could have an impact on the price of Rolls-Royce shares. If you're classed as an 'insider' you'll have been told. Insiders aren't allowed to buy or sell shares during certain times specified by the Model Code (<http://fsahandbook.info/FSA/html/handbook/LR/9/Annex1>).

All Rolls-Royce employees must adhere to the Model Code.

Buying or selling shares during restricted times is a criminal offence and you may be prosecuted.

22. What if I have placed a limit order which is executed during a period not allowed under the Model Code?

It's your responsibility to make sure that you don't buy or sell shares during a time when the Model Code doesn't allow it. If you've placed a limit order using the share dealing facility, you'll need to cancel the order if the limit hasn't been met before we enter into a any restricted dealing period (as outlined in the Model Code <http://fsahandbook.info/FSA/html/handbook/LR/9/Annex1>).

You can cancel a limit order from your Vested Share Account (VSA) by going to 'Transaction History', selecting 'Vested Share Account' from the drop down menu and clicking the 'cancel' button next to the relevant trade.

Transferring my shares

23. Can I use another broker to sell my shares?

Yes. But you'll need to transfer the shares from the Vested Share Account (VSA).

More about Vested Share Accounts (VSAs)

24. What is a Vested Share Account (VSA)?

A VSA allows you to hold your shares electronically. It replaces the need for paper share certificates. The VSA comes with a share dealing facility, which allows you to electronically instruct a sale or the transfer of shares through Computershare's online site.

25. What options does the Vested Share Account (VSA) offer?

Once shares have been moved or released into the VSA, you've got three options:

- **Choice A. You can sell your shares.**

Market order transactions: As long as the transaction takes place during market hours, our web based share dealing service lets you sell your shares immediately at the current market price, as soon as they are moved into the VSA.

Limit order transactions: If you'd like to sell your shares as soon as the share price hits a minimum value, you can set a limit order transaction. The limit order is valid for up to 30 days and your shares will only be sold if the share price reaches the limit set by you.

Our real time trading facility provides a provisional price at the time of the trade. As soon as the sale is complete, you'll receive a confirmation email.

Remember that anyone classed as an 'Insider' must cancel any limit orders before the Company enters into a close period (as defined in the Model Code <http://fsahandbook.info/FSA/html/handbook/LR/9/Annex1>). You can cancel a limit order from your Vested Share Account (VSA) by going to 'Transaction History', selecting 'Vested Share Account' from the drop down menu and clicking the 'cancel' button next to the relevant trade.

o **Choice B. You can transfer your shares to a Share Certificate**

The web based share dealing service allows you to transfer all of your shares to a paper certificate which will be sent out in the mail to the address stored in the personal details section of the website. There is no charge related to this.

o **Choice C. You can transfer your shares to a personal share dealing account**

The web based share dealing service allows you to transfer all of your shares into a personal share dealing account at no cost.

26. How do I cancel a limit order?

You can cancel limit orders from your Vested Share Account (VSA). You can cancel any pending limit orders by going to 'Transaction History', selecting 'Vested Share Account' from the drop down menu and clicking the 'cancel' button next to the relevant trade.

27. Do I get C Shares on shares in the Vested Share Account (VSA)?

Yes. You're entitled to C Shares in the same way as any other shareholder. C Shares allocated to shares in the VSA will however be redeemed for cash straight away and re-invested in more Rolls-Royce shares. You'll be able to view these shares in your online portfolio.

A dealing charge of 0.2% plus Stamp Duty Reserve Tax (0.5%) associated with the re-investment will be due on this transaction

28. Can I redeem my C shares for cash and receive the cash if I decide to leave my shares in the Vested Share Account (VSA)?

No. Your C Shares are redeemed for cash on issue and immediately reinvested in new shares which can be held in the VSA.

29. Are there any charges for holding shares in the Vested Share Account (VSA)?

No. You're not charged for holding shares in the VSA. You'll only be charged a fee if you sell your shares.

30. Can I vote?

The Vested Share Account (VSA) service gives you all of the rights of a normal shareholder. This includes the right to dividends, to vote at any AGM or EGM, and the right to any corporate actions such as rights or bonus issues that may occur in the future. We'll let you know if you need to take any action.

31. Where can I find the terms and conditions for the Vested Share Account service and share dealing facility?

These can be found on this website by selecting 'Company Info' and then 'Plan Documentation'. There's lots of information, including how to cancel or withdraw from the Vested Share Account (VSA), how to sell shares under the share dealing facility and how to contact Computershare for more information.

We advise you to familiarise yourself with these terms and conditions. They'll govern your activity in the Vested Share Account (VSA) and share dealing facility.

If you've got any questions about the suitability of the Vested Share Account (VSA) and share dealing facility we recommend you speak to an independent professional advisor.

More about C Shares

32. What are C Shares and why does Rolls-Royce issue them?

C Shares are issued as a "payment" to all "normal" shareholders in Rolls-Royce plc. C Shares are company shares with a fixed value of 0.1p per share. They are not the same classification as ordinary shares, and their value does not go up or down together with the share price as with "normal" shares. C Shares are issued at set times, twice a year.

33. Where can I find my C Shares on the site?

You won't see your C Shares listed in the Vested Share Account (VSA). Any C Shares issued will be instantly redeemed for cash and reinvested in new "normal" shares.

In the UK, C Shares can however be held in trust within the ShareBonus and SharePurchase plans.

34. Am I charged for reinvesting C Shares into Rolls-Royce shares in the VSA?

Yes. A charge of 0.2% plus Stamp Duty Reserve Tax (0.5%) associated with the re-investment applies.

Need more information?

35. Still have questions?

If you've got any questions on how to use this site, or on your share plans, Computershare are happy to help. Contact their helpline on 0370 889 3122.