

# Sainsbury's

Website  
Frequently  
Asked  
Questions  
FAQs

Your questions answered!

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## **CONTACT DETAILS**

### **1. WHAT ARE COMPUTERSHARE'S CONTACT DETAILS?**

#### **Sainsbury's Employee Share Plans:**

Computershare Plan Managers

The Pavilions

Bridgwater Road

BRISTOL

BS13 8AE

Tel: +44 (0) 344 472 6110

Tel: +44 (0) 117 378 8308 (if overseas)

Email: [sainsburysshareplans@computershare.co.uk](mailto:sainsburysshareplans@computershare.co.uk)

Fax: +44 (0)370 703 6110

## **WEBSITE FAQ's**

### **2. HOW DO I ACCESS MY EMPLOYEE PLAN PORTFOLIO?**

You will need to log onto the Website [www.computershare.co.uk/sainsburys](http://www.computershare.co.uk/sainsburys). You will then be requested to enter your Shareholder Reference Number (SRN) and Personal Identification Number (PIN)

### **3. WHAT DOES THE WEBSITE OFFER?**

By using your SRN and PIN you will be able to log onto the Website. Once you have logged in you will be able to:

- Look at your portfolio.
- View plan documentation and Frequently Asked Questions (FAQs).
- See your transaction history.
- Manage your personal information such as contact email address and bank details.
- View an estimation of the exercise gains and any withholding taxes using a share price based upon a 20 minutes delayed price.
- Transact an online exercise.
- Transact a sale.
- Transfer shares into your own name and hold a share certificate.
- Transfer shares into the Vested Share Account (VSA) and hold them electronically.

#### **4. WHAT INFORMATION CAN I VIEW?**

You can view your employee share option plan portfolio. This will give you a breakdown of share option plans which you are participating in, the number of Options that have been granted to you (vested and unvested), the number of vested Options and you will also see your personal details held by Computershare Plan Managers

#### **5. WHY CAN'T I LOG ONTO THE WEBSITE?**

To access the Website you will need your Computershare SRN and PIN. If you have lost or mislaid your PIN click on the 'Forgotten PIN' option or contact Computershare. If you have lost your SRN, see point 9 below.

#### **6. HOW DO I REGISTER MY CHANGE OF NAME?**

Please contact Computershare to advise of any changes, you will need to provide the relevant supporting legal documentation to register a change of name.

#### **7. IS MY INFORMATION ON THE INTERNET SECURE?**

All communications between our web server and your PC use industry standard Secure Sockets Layer (SSL) encryption when you are viewing any details of your holding. This is the same level of encryption as is used for secure Credit Card transactions.

#### **8. WHAT DO I DO IF I HAVE CHANGED MY ADDRESS?**

Please log onto the Website and under 'My details' click on 'Personal Details' and amend/update your address. Please also ensure that you update Sainsbury's HRS direct department.

#### **9. WHAT IS MY SHAREHOLDER REFERENCE NUMBER?**

If you have previously registered on the web, your SRN will be confirmed on an e-mail sent to you by Computershare.

Once you have received your SRN and PIN you will need to register on the web. If you have forgotten your User ID you should contact Computershare.

#### **10. WHAT IS MY PERSONAL IDENTIFICATION NUMBER (PIN)?**

Your PIN will be e-mailed to you once, so if you already have a PIN and have visited the website you will not be issued a new PIN. If you have forgotten it you should click on the 'Forgotten PIN?' link on the Website or contact Computershare.

#### **11. HOW DO I CHANGE MY PIN?**

You may change your PIN by clicking on "Security Details" held under the "My Details" tab.

#### **12. HOW DO I CHANGE MY EMAIL ADDRESS?**

You can update your email address via the 'My details' tab on the Website. Click on 'Personal Details' and amend your email address.

#### **13. I KEEP GETTING THE MESSAGE 'THE LOGIN/USER ID HAS NOT BEEN RECOGNISED'. WHAT SHOULD I DO?**

Please re-enter your User ID carefully. This should begin with the letter 'C'. It does not matter whether you enter this in upper or lower case. Any '0' digits should be entered as zeros – not the letter 'O'