

SAP shares account Quick User Guide

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a. The Main Page

Once you are logged in your SAP shares account, you can view the following information.

1. My Profile - View personal details, update your email address, change security questions and set up/amend bank details.
2. My Messages - View your messages.
3. Help - View FAQs and help with how to use the website.
4. Contact Us - Key email and telephone contact details for getting in touch with Computershare.
5. Log Out - Log out of your account.
6. Portfolio - View your share balances.
7. Holding Information - View detailed information about your share plan holdings.
8. Contributions - History of your contributions, if any. (only applicable for EDSP and Own SAP)
9. Transaction History - Details of the transactions on your account, such as share sales or transfers.
10. Correspondence - View your personal correspondence, such as grant letters.
11. SAP 20 minute delayed share price

The screenshot displays the SAP shares account landing page. At the top, there is a navigation bar with a language selector set to 'English' and links for 'My Profile', 'My Messages', 'Help', 'Contact Us', and 'Log Out'. Below this, there are icons for 'My Holdings' and 'Company Info'. The main content area is titled 'Welcome to your SAP shares account' and features several interactive buttons: 'Certify your tax residency status >', 'View your portfolio', 'Update your personal details', 'View your documents', and 'Update your bank details'. On the right side, there is a section for 'TEST HOLDERS55 0000999110' showing the share price for 'SAP.F' at '79.927 EUR' with an upward arrow and the number '11'. Below this, it says 'Exchange FRA' and 'Share Price as at 08:48:04 GMT (20 minute delayed price)'. At the bottom right, there are two buttons: 'Contact us' and 'Plan Documentation'.

b. Landing page

Once you are logged in your SAP shares account, you can view the following landing page.

1. Certify your tax residency status... > This will sign you into the Identity self-certification system ¹
2. View your portfolio > View your share balances.
3. Update your personal details > View personal details, update your contact details, email address, change security questions, set up/amend bank details and maintain your German Tax Exemption ²
4. View your documents > View your personal correspondence, such as grant letters.
5. Update your bank details > View/set up/amend/register your permanent bank details



1 The online facility 'Identity' is a service which is licenced to Computershare by an external provider – Thomson Reuters, who also ensure that any changes or legal updates are constantly reviewed and applied. This means the information held on your behalf, once completed, remains valid. If for any reason you are required to amend your information, you will be contacted at the appropriate time.

It is however the responsibility of the participant to maintain their tax residency by self-certifying on the Identity system as and when this changes or requires adjustment.

2 The German Tax Exemption Form will only appear once you have completed your Identity certification and certified as a German taxpayer (providing your date of birth and your Identifikationsnummer (not the old Steuernummer)). The Exemption form will not be available until 1 UK business day after your identity certification has been submitted.

c. Company Info

Click on 'Company Info', to view:

1. FAQ – key questions about the website and your share plans.
2. Plan Documentation – documentation relevant to SAP Equity Plans.
3. Downloadable Forms – Should there be any requirement for any forms that require downloading and completing for any reason, this is the location where they would reside.
4. Messages – View your messages.
5. Help – The answers to your questions about how to use the website.

Select Language: English | My Profile | My Messages | Help | Contact Us | Log Out

My Holdings | **Company Info**

FAQ | Plan Documentation | Downloadable Forms | Messages | Help

1 2 3 4 5

SAP

TEST HOLDER55
0000999110

SAP.F
▲ 79.927 EUR
Exchange FRA
Share Price as at 08:48:04 GMT
(20 minute delayed price)

SAPshares

This section of the website is designed to provide you with answers to the most Frequently Asked Questions associated with the Employee Plans that you are participating in. If you are unable to find an answer to a specific question, please click [here](#) to send us an email.

Category: General

1. [Where can I find general information on using this website?](#)

1. **Where can I find general information on using this website?**

You can find a user guide for using the website [here](#). If you have any questions regarding general information on using this website please click [here](#).

[Back to top](#)

d. My Profile

If you click on 'My Profile' you are able to do the following:

- > Personal Details – View your contact details and update your email address.
- > Payment Details – View and add bank details.
- > Broker Details – View and add broker information.
- > Security Details – Change your security questions and your PIN.
- > Tax Exemption Information – Maintain your German Tax Exemption (please ensure that you have self-certified in Identity prior to filling in your German Tax Exemption. The form will not be available until 1 UK business day after your identity certification has been submitted.

My Profile

SAP

Personal Details
UPDATE
View and update your contact details.

Payment Details
UPDATE
View and maintain your payment details for your transaction payments.

Broker Details
UPDATE
View, add or update your broker details for transactions.

Security Details
UPDATE
Update your security details, your PIN and your 3 security questions and answers.

Tax Exemption Information
UPDATE
Provide us with your tax exemption declaration

e. How to update your Postal address / Contact Phone Numbers / Email address

1. Click on 'Personal Details' – 'Update'.
2. Enter your new postal address (only English letters allowed)/ Contact Phone Numbers/ email address.
3. Click on 'Save'.
4. Check that you have entered the correct postal address / email address.
5. Enter your PIN.
6. Click on Confirm.

Name	TEST1 HOLDER
Address (Only English letters allowed)	<input type="text" value="ADD LN 1"/>
	<input type="text" value="ADD LN 2"/>
	<input type="text" value="ADD LN 3"/>
	<input type="text" value="ADD LN 4"/>
	<input type="text"/>
Country	<input type="text" value="GERMANY"/>
Mobile No	<input type="text"/>
Home No	<input type="text"/>
Work No	<input type="text"/>
Email	<input type="text" value="dummy@computershare.co.uk"/>

Review and Confirm Your Changes

old	new
Address	
ADD LN 1	Address line 1
ADD LN 2	Address line 2
ADD LN 3	Address line 3
ADD LN 4	Address line 4
Country	
GERMANY	AUSTRIA
Email	
dummy@computershare.co.uk	dummy1@computershare.co.uk

g. How to update your Payment Details

1. Click on 'Payment Details' – 'Update'.
2. Click 'Amend' next to the bank details that you wish to amend:
 - **International Wire - €5** is an electronic payment method that allows individuals to make converted or non-converted payments into a country of their choosing. Computershare currently support payments into over 200 countries, territories and jurisdictions.
 - **Global Direct Credit (GDC) – FREE** is an electronic payment method that allows individuals to make unconverted Euro to Euro payments into 10 countries within the Eurozone. These countries are Austria, Belgium, Finland, France, Germany, Greece, Italy, Netherlands, Portugal and Spain.
3. Select your payment method again.
4. Select the country that your bank account is registered in.
 - a. If the country you require is not listed here, then please use International Wire Instruction.
5. Accept the Computershare Terms and Conditions.
6. Enter your bank account details and Click on 'Next':
 - a. BIC is the SWIFT code for your bank it is in the format:

AAAA BB CC DDD

- First 4 characters - bank code (only letters)
 - Next 2 characters - ISO 3166-1 alpha-2 country code (only letters) e.g. DE
 - Next 2 characters - location code (letters and digits) (passive participant will have "1" in the second character)
 - Last 3 characters - branch code, optional ('XXX' for primary office) (letters and digits)
- b. IBAN format will depend on the country that your bank account is registered in. An example German IBAN is:

DE89 3704 0044 0532 0130 00

7. Receive confirmation of bank details update.

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

Select Payment Method

Select Payment: ▼

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

Please select the country in which your bank is located.

Select a country of Payment

Country of Payment: ▼

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

h. How to update your Broker Details

1. [Click here](#) for the Transfer Guide. Your broker details will need to be updated in the "My Profile" page of your Shares account before submitting a transfer request online

i. How to complete my German Tax Exemption form

1. Ensure that you have self-certified in Identity prior to filling in your German Tax Exemption. The form will not be available until 1 UK business day after your identity certification has been submitted.
2. If the form is visible and you have selected Update on the My Profile page then the following screens will be available.
3. Select 'Add' or 'Amend'.
4. Enter your Exemption details
5. Check that you have entered the correct details
6. Enter your PIN.
7. Click on Submit.
8. Confirmation

Tax Exemption SAP

According to the information you have supplied through Identity, we have identified you as a German resident and services will be provided to you by the German Branch of CIS UK. You may enter your tax exemption information below for use in future sale instructions or dividend calculations ensuring that the details of your Tax Identification Number and Date of Birth are correct. If you need to update these, please [click here](#) to go to Identity and re-certify your tax certification.

No Tax Exemption held ADD

Tax Exemption

SAP

According to the information you have supplied through Identity, we have identified you as a German resident and services will be provided to you by the German Branch of CIS UK. You may enter your tax exemption information below for use in future sale instructions or dividend calculations ensuring that the details of your Tax Identification Number and Date of Birth are correct. If you need to update these, please [click here](#) to go to Identity and re-certify your tax certification.

Current Tax Exemption

Tax Identification Number:	<input type="text" value="84915692039"/>
Date of Birth:	<input type="text" value="20/03/1978"/>
Exemption Type:	<input checked="" type="radio"/> Single <input type="radio"/> Joint
Exemption Year:	<input type="text" value="2016"/>
Exemption Amount:	<input type="text" value="251"/> EUR
Exemption Rollover:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Exemption Amount Used:	<input type="text" value="0"/> EUR

If you select "Yes" we will automatically carry forward your requested exemption to future tax years.

I have read and agree to the [Terms & Conditions](#).

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

CANCEL

SUBMIT

Tax Exemption

SAP

Your changes have updated successfully - an email confirmation has also been sent to your registered email address.

According to the information you have supplied through Identity, we have identified you as a German resident and services will be provided to you by the German Branch of CIS UK. You may enter your tax exemption information below for use in future sale instructions or dividend calculations ensuring that the details of your Tax Identification Number and Date of Birth are correct. If you need to update these, please [click here](#) to go to Identity and re-certify your tax certification.

Current Tax Exemption

AMEND

Tax Identification Number:	84915692039
Date of Birth:	20/03/1978
Exemption Type:	Single
Exemption Year:	2016
Exemption Amount:	251 EUR
Exemption Rollover:	Yes
Exemption Amount Used:	0 EUR