

# Shareholder Information

## General enquiries

Centrica's share register is administered and maintained by Equiniti, our Registrar, whom you can contact directly if you have any questions about your shareholding which are not answered here or on our website. You can contact Equiniti using the following details:

Address: Equiniti, Aspect House, Spencer Road, Lancing, West Sussex BN99 6DA United Kingdom

Telephone: 0371 384 2985\*

Outside the UK: +44 (0)121 415 7061

Textphone: 0371 384 2255\*

Outside the UK: +44 (0)121 415 7028

Contact: [help.shareview.co.uk](mailto:help.shareview.co.uk)

Website: [equiniti.com](http://equiniti.com)

\* Calls to an 03 number cost no more than a national rate call to an 01 or 02 number. Lines open 8.30 am to 5.30 pm, Monday to Friday (UK time), excluding public holidays in England and Wales.

When contacting Equiniti or registering via [shareview.co.uk](http://shareview.co.uk), you should have your shareholder reference number at hand. This can be found on your share certificate, dividend confirmation or any other correspondence you have received from Equiniti.

If you hold less than 2,500 shares you will be able to change your registered address or set up a dividend mandate instruction over the phone, however, for security reasons, if you hold more than 2,500 shares, you will need to put this in writing to Equiniti.

Together with Equiniti, we have introduced an electronic queries service to enable our shareholders to manage their investment at a convenient time. Details of this service can be found at [shareview.co.uk](http://shareview.co.uk)

## American Depositary Receipt (ADR)

We have an ADR programme, trading under the symbol CPYYY. Centrica's ratio is one ADR being equivalent to four ordinary shares. Further information is available on our website or please contact:

Address: BNY Mellon Shareowner Services, PO Box 505000, Louisville, KY 40233-5000, USA

Email: [shrrelations@cpshareownerservices.com](mailto:shrrelations@cpshareownerservices.com)

Website: [mybnyhdr.com](http://mybnyhdr.com)

Telephone: +1 888 269 2377 (toll-free in the US)

Outside the US: +1 201 680 6825

## Manage your shares online

We actively encourage our shareholders to receive communications via email and view documents electronically via our website, [centrica.com](http://centrica.com). Receiving communications and Company documents electronically saves your Company money and reduces our environmental impact. If you sign up for electronic communications, you will receive an email to notify you that new shareholder documents are available to view online, including the Annual Report and Accounts and Annual Review, on the day they are published. You will also receive alerts to let you know that you can cast your Annual General Meeting (AGM) vote online. You can manage your shareholding online by registering at [shareview.co.uk](http://shareview.co.uk), a free online platform provided by Equiniti, which allows you to:

- view information about your shareholding;
- have your dividend paid into your bank account;
- update your personal details; and
- appoint a proxy for the AGM.

## Centrica FlexiShare

FlexiShare is an easy way to hold Centrica shares without a share certificate. Your shares are held by a nominee company, Equiniti Financial Services Limited. However, you are able to attend and vote at general meetings as if the shares were held in your own name. Holding your shares in this way is free and gives you:

- low cost share dealing rates (full details of which are available on [centrica.com](http://centrica.com), together with dealing charges);
- quicker settlement periods for buying and selling shares; and
- no paper share certificates to lose.

## Centrica.com

The Shareholder Centre on our website contains a wide range of information including a dedicated investors section where you can find further information about shareholder services including:

- share price information;
- dividend history;
- ownership profile;
- the Scrip Dividend Programme;
- telephone and internet share dealing;
- downloadable shareholder forms; and
- taxation.

This Annual Report and Accounts can also be viewed online by visiting [centrica.com/ar18](http://centrica.com/ar18)

## Dividends

Centrica dividends can be paid directly into your bank or building society account instead of being despatched to you by cheque. More information about the benefits of having dividends paid directly into your bank or building society account, and the mandate form to set this up, can be found in the Investors section of our website.

If you do not have a UK bank or building society account, Equiniti is able to pay dividends in local currencies in over 90 countries. For a small fee, you could have your dividends converted from sterling and paid into your designated bank account, usually within five days of the dividend being paid.

## ShareGift

If you have a small number of shares and the dealing costs or the minimum fee make it uneconomical to sell them, it is possible to donate them to ShareGift, a registered charity, who provide a free service to enable you to dispose charitably of such shares. More information on this service can be found at [sharegift.org](http://sharegift.org) or by calling +44 (0)20 7930 3737.

## 2019 calendar

<b>9 May 2019</b>	Ex-dividend date for 2018 final dividend
<b>10 May 2019</b>	Record date for 2018 final dividend
<b>13 May 2019</b>	Trading Update AGM
<b>15 May 2019</b>	Scrip reference share price set
<b>6 June 2019</b>	Deadline for the receipt of scrip election forms from shareholders
<b>27 June 2019</b>	Payment date for 2018 final dividend
<b>30 July 2019</b>	Half-year results announcement
<b>10 October 2019</b>	Ex-dividend date for 2019 interim dividend
<b>11 October 2019</b>	Record date for 2019 interim dividend
<b>16 October 2019</b>	Scrip reference share price set
<b>31 October 2019</b>	Deadline for the receipt of scrip election forms from shareholders
<b>21 November 2019</b>	Payment date for 2019 interim dividend