



POLICY STATEMENT NO. 1 SHAREHOLDER COMMUNICATIONS

The establishment of the Eastern Caribbean Securities Exchange (ECSE) has brought about significant changes in the way we do business in the islands of the Eastern Caribbean Central Bank (ECCB) area. The Eastern Caribbean Central Securities Registry (ECCSR) recognizes the changes and effects that it has on current security holders of listed companies on the ECSE. Policy Statement No. 1 provides a guideline to ensure that all matters related to security holders are dealt with efficiently and effectively and to ensure that the ECCSR contains current information on all its security holders at all times.

1. Name Change Request

When a security holder makes a change to his/her name(s) the following information should be included (as stated in Form # R11): New name(s), proof of change of name, security holder Investor ID and Registry Account Number, company seal for changes related to the company and any other details required in Form # R11.

2. Address Change Request

When a security holder makes a change to his/her address the following information should be included (as stated in Form # R12): Old address, new address, security holder Investor ID, telephone/email address and any other details required in Form # R12. A separate form must be completed for each security holder regardless of the account being a single or joint account.

3. Payment Option Change Request

A security holder who wishes to change his/her current method of payment for dividend or interest payments must include the following information (as stated in Form # R13); Name, current payment option, new payment option, security holder Investor ID and Registry Account Number and any other details required in Form # R13.

4. Adding another Shareholder to an Account

A security holder who wishes to add another individual(s) to his/her account must complete Form #R16 and include the name, nationality, date of birth, address and telephone number for the individual(s). If the individual already owns shares of a listed company then the individual's investor ID **must** be given.

N.B. – If the new holder is a minor the account becomes a joint account which means that there is no beneficiary. If there is need for a beneficiary then a will has to be drawn. Once a minor is added to the account then the account becomes restricted until the minor reaches the age of majority.

If the person is a Power of Attorney then include a copy of all legal documentation to this effect.

5. Pledging of securities

If a security holder wishes to pledge his/her securities, he/she must complete Form # R17 and should indicate whether the dividend and interest payments are included as part of the collateral offered to the lending institution. All holders to a joint account must sign the pledge form.

FORMS

The ECCSR forms can be collected at any licensed broker office, listed issuer shareholder relations department, ECSE website or the office of the ECSE.

The ECCSR Forms are as follows:

- #R11 Application for Change of Name
- #R12 Application for Change of Address
- #R13 Payment Option Form
- #R14 Consolidation of Investor ID Numbers
- #R15 Consolidation of Registry Account Numbers
- #R16 Application for Additional Shareholder(s)
- #R17 Pledging Form
- #R18 Primary Person Designation Form (Designation of Owner with responsibility for operating the Account)
- #R19 Private Sale Transfer Form
- #R20 Application for a copy of the ECCSR Statement
- #R21 Transfer on Death Registration Request

For further assistance or clarification of any issue please contact the ECCSR at telephone numbers 869 466 7192 or 1 800 744 9238 (toll free), fax number 869 465 3798 or email njohn@ecseonline.com; info@ecseonline.com.