


My Shares in Morrisons



As a Shareholder of Morrisons, we would like to take this opportunity to give you more information about your shares and the options available to you.



This booklet provides information on:

1. How you can hold your shares
2. How you can manage your shareholding online
3. How you can receive your dividends
4. How you can buy or sell shares
5. What to do if you have multiple shareholding accounts
6. How we communicate with you
7. How to update your details
8. How to avoid share fraud
9. Equiniti's contact details

Company Information

A wide range of shareholder information is also available on our Corporate Website <https://www.morrisons-corporate.com/investor-centre> and we would encourage you to visit the website to view the latest Annual Report and results announcements, regulatory news and information on our business.

If you have any questions concerning your shareholding, please contact Equiniti Limited ("Equiniti"), our Registrar, whose details are provided in this booklet.

Wm Morrison Supermarkets PLC
November 2019

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How you can hold your shares

In today's paperless world many Shareholders prefer to hold their shares in a Nominee account rather than through paper share certificates. To support this, Morrisons and Equiniti Financial Services Limited ("Equiniti FS") have set up a Corporate Sponsored Nominee account called "My Share".

By transferring your shares into this account you will still enjoy the benefits of owning shares. You will retain the right to receive dividend payments and the company will make available financial information and arrange for you to attend and vote on matters put to general meetings of the company.

The benefits of using "My Share" instead of paper certificates are:

- ✓ There are no certificates to lose providing protection against lost certificate fees
- ✓ Increased privacy as your shareholder details are taken off the public share register
- ✓ Access to competitive dealing rates and faster settlement
- ✓ Simplify your personal records with regular share statements
- ✓ Benefit from the reassurance of regulation by the Financial Conduct Authority (FCA)
- ✓ It's FREE* to join and there are no annual charges



If you want to move your shareholding into "My Share" then please contact Equiniti or visit www.shareview.co.uk/info/csn to download, complete the Morrisons application form and return it with all of your share certificates to Equiniti.

* A fee may apply if you do not hold all of your share certificates

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How you can manage your shareholding online

Shareview Portfolio is the free, easy and secure way to manage your shareholding online. You can set up your own online Shareview Portfolio at www.shareview.co.uk/info/register

Shareview Portfolio allows you to:

- ✓ Receive your company communications online
- ✓ Update details online including address or dividend payment instructions
- ✓ View your portfolio through the user friendly tool
- ✓ Buy and sell shares easily through Shareview Dealing
- ✓ Create your own investment portfolio showing all of your shares and investments



Register today to manage your shareholding online

1. Register at: www.shareview.co.uk/info/register
2. Receive your activation code in the post
3. Log on using your activation code

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How you can receive your dividends

There are many ways to receive your dividends. Please note a cheque will be issued to you if you do not choose to receive your payment by one of the following methods:

Dividend Bank Mandate

We recommend that you register your preference to have dividends paid directly into your chosen bank or building society account to take advantage of the following benefits:

- ✓ More secure than cheques, reduces the risk of lost cheques and removes the need to visit the bank
- ✓ Ensures you receive the payment on the payment date
- ✓ Helps Morrisons to reduce its impact on the environment and keep costs down
- ✓ Equiniti will send you a dividend confirmation annually for your records



How to set up a Bank Mandate instruction:

- Create a Shareview portfolio at www.shareview.co.uk and register your bank or building society account details
- Download, complete and return a Change of Mandate Form from www.shareview.co.uk/info/directdividends
- If you hold less than 2,500 shares you can also register by calling Equiniti



How you can receive your dividends (continued)

Morrisons Dividend Reinvestment Plan (DRIP)

The DRIP allows you to use your whole cash dividend to purchase more Morrisons shares. These shares will be purchased on your behalf on, or as soon as possible after, the dividend payment date. If you would like to join the DRIP, you can view the terms & conditions and register via your Shareview portfolio at www.shareview.co.uk/info/drip or by contacting Equiniti.

Overseas Shareholders

If you do not have a UK bank account or you live overseas, you can register for Equiniti FS Overseas Payment Service and have your dividends paid into your overseas bank account. The

service is available in over 90 countries and can be set up via your Shareview Portfolio at www.shareview.co.uk/info/ops or by contacting Equiniti.

If we do not receive any instructions from you, then you will receive all future dividend payments by sterling cheque sent to your registered address.

Missing Dividends

If you believe you have not received or not cashed a previous dividend payment then you can contact Equiniti for the payment to be reissued to you.

From time to time we may, with Equiniti, arrange to automatically release any missing payments to you if we can see that you have an active bank mandate in place or are actively cashing dividend cheques issued to you.

The table below shows the Equiniti dividend reissuing fees:

Value Of Payment Being Reissued	Charge Excl VAT	VAT @ 20%	Charge Incl VAT
£0.01 - £14.99	FREE	FREE	FREE
£15.00 - £29.99	£2.92	£0.58	£3.50
£30.00 - £49.99	£6.25	£1.25	£7.50
£50.00 - £79.99	£12.50	£2.50	£15.00
£80.00 - £119.99	£20.83	£4.17	£25.00
£120.00 - £199.99	£33.33	£6.67	£40.00
£200.00 - £299.99	£50.00	£10.00	£60.00
£300.00 - £499.99	£75.00	£15.00	£90.00
£500.00 - £999.99	£91.67	£18.33	£110.00
£1000 and above	£112.50	£22.50	£135.00

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How you can buy or sell shares

There are many ways to buy and sell shares. Indeed, you may have your own broker to do this. You can also buy and sell your shares using the Equiniti FS Sharedealing service via post, online or over the telephone. For more information, visit www.shareview.co.uk/dealing.

Share Dealing Programme

From time to time we may, with Equiniti FS, offer shareholders a programme for a short period of time that allows you to buy or sell shares at a reduced rate or to donate the value of your shareholding to a selected charity partner.

As shares can go up or down in value, you should seek independent financial advice.



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What to do if you have multiple shareholding accounts

We all know that having multiple accounts can be frustrating as it means that there are multiple different accounts to keep updated, multiple different dividends being paid, etc.

This is easy for us to correct and you may have seen that we have been combining ('amalgamating') duplicate accounts when we have found them.

However, please call Equiniti using the details provided in section 9 of this booklet if you think you have more than one account set up.





How we communicate with you

During the course of each year you are entitled to receive company communications including an invitation to our AGM. It is really important to us that you get the information you require, in the method that is most useful to you.

To ensure we are not sending you a lot of unnecessary paperwork, we try to use paperless methods of communication as a default.

If you would like to receive company communications by email you can do so by registering at www.shareview.co.uk/info/register. Once registered, you will then receive an email informing you when new shareholder information is available to view online and also where to vote online.

If you take no action your current communication settings will continue.





How to update your details

To access information on managing your Morrisons shares and frequently asked questions, please visit help.shareview.co.uk.

How to change your address

You can change your address details quickly and easily via your Shareview Portfolio. Alternatively, write to Equiniti quoting your new address and previous address, ensuring your letter is signed by all registered shareholders, or call the Shareholder Helpline.

How to change your name

If your name has changed recently you will need to inform Equiniti by writing to them and enclosing the relevant legal documentation that confirms the change. Please ensure that your letter is signed by all registered shareholders. Equiniti will return your documents to you immediately.

Transferring your shares

If you want to transfer your shares to another person, please complete a Stock Transfer Form which can be downloaded from www.shareview.co.uk/info/transfer and return it to Equiniti with the valid share certificate(s). Please ensure that the Stock Transfer Form is signed by all registered shareholders.

Lost share certificate(s)

If your share certificate(s) are lost, stolen or destroyed, you should contact Equiniti immediately. They will arrange for you to complete a Letter of Indemnity for which you may be charged, depending on the value of the missing share certificate(s). Once the relevant documentation has been completed, Equiniti will send you a replacement share certificate.

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How to avoid share fraud

Beware of share fraud

Fraudsters use persuasive and high-pressure tactics to lure investors into scams. They may offer to sell shares that turn out to be worthless or non-existent, or to buy shares at an inflated price in return for an upfront payment.

While high profits are promised, if you buy or sell shares in this way you will probably lose your money.





How to avoid share fraud (continued)

HOW TO AVOID SHARE FRAUD

1. Keep in mind that firms authorised by the FCA are unlikely to contact you out of the blue with an offer to buy or sell shares.
2. Do not get into a conversation, note the name of the person and firm contacting you and then end the call.
3. Check the Financial Services Register from www.fca.org.uk to see if the person and firm contacting you is authorised by the FCA.
4. Beware of fraudsters claiming to be from an authorised firm, copying its website or giving you false contact details.
5. Use the firm's contact details listed on the Register if you want to call it back.
6. Call the FCA on 0800 111 6768 if the firm does not have contact details on the Register or you are told they are out of date.
7. Search the list of unauthorised firms to avoid at www.fca.org.uk/scams.
8. Consider that if you buy or sell shares from an unauthorised firm you will not have access to the Financial Ombudsman Service or Financial Services Compensation Scheme.
9. Think about getting independent financial and professional advice before you hand over any money.
10. Remember: if it sounds too good to be true, it probably is!

REPORT A SCAM

If you are approached by fraudsters please tell the FCA using the share fraud reporting form at www.fca.org.uk/scams, where you can find out more about investment scams. You can also call the FCA Consumer Helpline on 0800 111 6768.

If you have already paid money to share fraudsters you should contact Action Fraud on 0300 123 2040. 5,000 people contact the Financial Conduct Authority about share fraud each year, with victims losing an average of £20,000!



Equiniti contact details



Online:

help.shareview.co.uk (from here you will be able to email your query securely)



Phone:

0333 207 6513 (+44 (0)121 415 0992 if calling from outside the UK). Lines open 8.30am to 5.30pm (UK time), Monday to Friday (excluding public holidays)



Post:

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

“At Equiniti, our number one priority is to provide you with the highest level of customer service. If there is a problem, please let us know using our contact details above. We will aim to put it right as soon as possible.”

Lines open 8.30am to 5.30pm UK time, Monday to Friday, excluding UK public holidays

Call costs may vary. Please check with your service provider

Calls to both numbers may be recorded so that we can monitor the quality of our service and for security purposes

