

# Greencore Group plc

## Direct Credit Dividend Payments – Frequently Asked Questions

### Q. Why is the Company doing this?

A. Greencore Group plc (“Greencore” or the “Company”) has, for some years, encouraged shareholders to provide bank/building society account details so that their dividends may be paid by direct credit transfer rather than cheque, which benefits both the Company and shareholders because:

- Dividends are transferred to shareholders’ accounts on the payment date as cleared funds;
- It eliminates the delay involved in depositing the cheque and waiting for the funds to be cleared;
- It removes the risk of loss or theft of dividend cheques;
- It is less expensive than issuing cheques;
- It reduces the administration costs of issuing replacement cheques;
- The substantial savings generated will benefit all shareholders; and
- The saving in cheque production and distribution contributes to the Company’s objective of reducing its impact on the environment.

### Q. Is it mandatory?

A. Yes. In 2020 to be paid dividends, a shareholder is required to provide direct credit transfer instructions.

### Q. Is it a safe method of payment?

A. Direct credit transfer is the most secure method of payment. The Company’s Registrar will not use shareholders’ accounts for any other purpose or pass them on to any third party.

### Q. How do I set up a direct credit transfer?

#### A. If your registered address is in a SEPA Zone Country or the UK

1. Complete the Direct Payment Request form and return it to the Company’s Registrar in the enclosed pre-paid envelope. A shareholder may use this form if he/she has a euro bank account in the SEPA Zone countries or a sterling bank account within the UK. For a list of SEPA Zone territories, please visit [www.europeanpaymentscouncil.eu](http://www.europeanpaymentscouncil.eu).

**Please Note:** After your direct credit details have been recorded, a confirmation letter will be sent to your registered address for security purposes. Future dividend payments will automatically be credited to your nominated account on the dividend payment date.

#### If your registered address is not in a SEPA Zone Country or the UK

2. Shareholders outside of the UK and SEPA Zone may also provide their payment instruction in writing to the Company’s Registrar at Computershare Investor Services (Ireland) Limited, 3100 Lake Drive, Citywest Business Campus, Dublin 24, D24 AK82. Please note charges are applicable for this service and Terms & Conditions must also be accepted. Future dividend payments will automatically be credited to your nominated account on the dividend payment date.

### Q. What type of bank or financial institution account can a shareholder nominate?

A. If a shareholder wishes to receive dividends in euro, a shareholder should nominate a euro bank account in a SEPA Zone country. For a list of SEPA Zone territories, please visit [www.europeanpaymentscouncil.eu](http://www.europeanpaymentscouncil.eu). If a shareholder wishes to receive dividends in sterling, a shareholder should nominate a UK bank or building society account by logging on to our Registrar’s secure website [www.investorcentre.com/ie](http://www.investorcentre.com/ie) or by completing the enclosed Direct Payment Request form and returning it to the Company’s Registrar in the enclosed pre-paid envelope.

### Q. What if a shareholder doesn’t have a computer?

A. A shareholder doesn’t need to have a computer to have dividends paid by direct credit transfer. It is simply a direct, secure and immediate way to pay dividends into his/her account, rather than receiving a cheque in the post. Of course the Company would prefer to have a shareholder’s email address, so that it can communicate with that shareholder electronically because this produces greater cost savings and benefits for the environment.

### Q. How will a shareholder know how much he/she is being paid?

A. If a shareholder provides the Company with his/her email address, the Company can send a shareholder an electronic notification of the payment and tax voucher. If not, a shareholder will receive this tax voucher by post.

### Q. What happens if a shareholder doesn’t provide his/her account details?

A. If a shareholder doesn’t provide his/her account details, a shareholder will be sent the normal tax voucher advising the shareholder of the amount of his/her dividend and that the amount is being held because his/her direct credit transfer instructions had not been received in time. A shareholder’s dividends will not accrue interest while they are held. Payment will be transferred to a shareholder’s account as soon as possible on receipt of his/her direct credit transfer instructions. An administration fee may be deducted depending on the number and value of outstanding payments. Please be aware that providing shareholder account details does not give Greencore access to a shareholder’s account beyond enabling Greencore to pay his/her dividends directly into it through the normal inter-bank facilities.

### Q. Why have Greencore requested my account details?

A. The decision to pay dividends by direct credit transfer, rather than cheque, has been taken to increase the security of payment and to reduce costs. The Directors have authority to choose this method of payment under the Company’s Articles of Association. Providing a shareholder’s account details does not give Greencore access to a shareholder’s account beyond enabling Greencore to pay dividends directly into his/her account through the normal inter-bank facilities.

### Q. I used to receive my dividend as shares in lieu of cash, why am I no longer getting these shares?

A. As announced at the Company’s AGM on 30 January 2018, the Company no longer offers a scrip dividend alternative for any future dividend payments. For more information, contact our Registrar on +353 (0) 1 431 9832.

### Q. If a shareholder does not opt for a particular currency which currency will a shareholder receive?

A. All shareholders will default to a sterling payment.

### Q. Can a shareholder fax or scan back the form the Company has sent him/her?

A. No because to help protect against fraud, the Company’s Registrar require sight of an original signature.

### Q. What are the address details of the Registrar?

A. Please note that a shareholder should have received a reply-paid envelope with the form. If a shareholder did not receive a reply-paid envelope, he or she should contact Computershare Investor Services (Ireland) Limited on +353 (0) 1 431 9832 to receive a copy. A shareholder should use this to send his/her form to the Registrar, or go online [www.investorcentre.com/ie/paymentinstruction](http://www.investorcentre.com/ie/paymentinstruction).

### For any other questions or enquiries, the Company’s Registrar can be contacted at:

Computershare Investor Services (Ireland) Limited, 3100 Lake Drive, Citywest Business Campus, Dublin 24, D24 AK82,  
Telephone +353 (0) 1 431 9832

