

Norman Hay plc
Godiva Place
Coventry
CV1 5PN

T: +44 (0) 2476 229373
F: +44 (0) 2476 224420
E: info@normanhay.com
www.normanhay.com



15th March 2013

Dear Shareholder

Change of Registrars

I am writing to advise you that, with effect from 1st March 2013, BritDAQ have taken over from Equiniti as Norman Hay plc's Share Registrars.

You can gain access to the BritDAQ platform at www.britdaq.com. If you register on www.britdaq.com using the same name and postcode as on our shareholder records, then the system will recognise you and allow you to see your shareholding on the site.

If you have any difficulties, or if you hold a joint account, or if you own shares through a company or a nominee, you should contact BritDAQ to get your login linked to your shareholding.

To do this, please email myshares@britdaq.com, stating your username on the forum and the name and address of the shareholder. Share certificates can be downloaded from the website.

Please note that a shareholder wishing to trade shares needs to become a Gold Member of BritDAQ.

This is free, and should only take approximately five minutes, using an online application form. Once completed and approved, you can view or input 'live' intentions to buy or sell onto the platform at your convenience.

If you do not have access to the internet you can contact BritDAQ as follows:-

Tel: +44 (0)800 987 5350
Address: 14-16 Dowgate Hill, London, EC4R 2SU.

Please do not hesitate to contact Brigid Cattle, Group HR Director & Company Secretary or Nick Ogden, Group Financial Director on tel: 02476 229373 if you have any queries.

Thank you for your continued support of our Group.

Yours faithfully



Peter L Hay
Chairman