

Using the Sharedealing service on an unregistered basis

If you don't want to register with Stocktrade, there is a Certificated Sharedealing service available over the phone. To use the service, just call Stocktrade on 0131 240 0690 or 0845 213 4690 and speak to one of their experienced dealers and deal "live" in most UK stocks.

If selling shares:

Please have all documents with you prior to calling. This includes your valid share certificate(s) and your bank sort code and account number. You should be in no doubt about the validity of your share certificate prior to dealing; if unsure please contact the company's Registrar. This will help prevent sometimes costly mistakes.

Once the transaction is complete Stocktrade can place the proceeds in your Nationwide FlexAccount or any other UK bank account in your name, that's part of the BACS system. Alternatively, for a £3 processing fee, you can receive payment by cheque. The deal will normally be completed 10 working days from the date of the deal.

When you sell shares, you may later receive a dividend, bonus issue or other benefit, which is in fact the property of the person who bought the shares from you. This is due to the time taken to update the share register. You must send these benefits to Stocktrade who will pass them on to the new owner.

The sale of shares and immediate reinvestment of the proceeds is available to you only if you are a fully registered user of the phone or online dealing services and you have signed the acceptance of Terms and Conditions.

If buying shares:

Please have the full name of the stock that you wish to buy, together with the amount you wish to invest or the number of shares you want to purchase. You will need to pay by Debit Card which must be in your own name, with cleared funds available prior to dealing. Stocktrade accepts Maestro, Visa Delta, Connect, Solo, Visa Debit and MasterCard Debit Cards.

Important information:

Please refer to the 'Charges' section for full details of the fees and charges that apply for Certificated dealing.

All transactions will be executed while you are on the phone. It is then your responsibility to settle the trade on time. Further information regarding settlement can be obtained by calling Stocktrade. Once a transaction is executed, it can't be cancelled. Any transactions that are executed and not settled

may be reversed, or charges applied, or both. Any profit or loss made will be yours.

Stocktrade has an obligation to verify the identity and permanent address of each customer using the Sharedealing service on an unregistered basis. Please refer to the 'Money Laundering Verification' section for further information.

Neither Nationwide nor Stocktrade can accept liability for any documentation that you do not, or we do not, receive. Equally, neither party can accept responsibility for the accuracy of the share price information given to customers using the SpeechtradeTM system.

Important Information

About the service

Nationwide Building Society acts as an Introducer to Stocktrade. Stocktrade Sharedealing services are provided on an execution-only basis. As neither Nationwide or Stocktrade is authorised to give advice on the buying and selling of shares, you will not receive a personal investment recommendation or tax advice. If you have any doubts as to an investment's suitability then you should contact an independent financial adviser.

The value of shares or income from them may go down as well as up. As shares are valued from second to second, their bid and offer value fluctuates sometimes widely. The value of shares may rise or fall due to the volatility of world markets, interest rates and capital values or, for shares held in overseas markets, due to changes in the exchange rate in the currency in which the investments are denominated. You may not get back the amount you invested.

There is an extra risk of losing money when shares are bought in some smaller companies as there may be a big difference between the buying and selling price of these shares. If these shares have to be sold immediately, you may get back much less than you paid for them. The price may also change quickly and it may go down as well as up.

Some stocks and shares are less easy to trade in than others and it may be difficult for you to:

Sell these investments, or

Obtain reliable information about their value or the extent to which they are at risk. This can happen when information about company performance may not be readily available and therefore making an informed decision on whether to buy or sell can be difficult. This may be particularly so when trading in foreign shares.

In addition, please note that these investments and investment services may not be suitable for everyone.

Queries and complaints

If you have a complaint or there is something that concerns you about the Sharedealing service, Stocktrade's internal complaints procedure will make sure that they listen to your views and deal with them quickly. In this way, they try to put things right, as well as continually improve the service to their customers.

If you would like more information about Stocktrade's complaints procedure, or if you wish to make a complaint, please call 0131 240 0690 or 0845 213 4690. Please note that calls may be recorded. You can also write to The Compliance Officer, Sharedealing Service, Stocktrade, 81 George Street, Edinburgh EH2 3ES.

If you are still unhappy after they have investigated a complaint, you can refer the matter to the Financial Ombudsman Service. Complaining to the Ombudsman does not affect your legal rights.

Money Laundering Verification

Please note that in order to comply with the UK money laundering regulations 2007, Stocktrade have an obligation to verify the identity and permanent address of customers using the service. You may be required to provide certain personal details to Stocktrade prior to any sale or purchase of shares. Stocktrade may undertake an electronic Anti Money Laundering check of the personal information you have supplied to them. The check will be undertaken via a reputable referencing agency, which will retain a record of the check. In the event that this check fails to meet Stocktrade's requirements you may be asked to provide certain documents, full details of which will be advised to you.

For those dealing from overseas as with UK shareholders, it will be necessary for Stocktrade to satisfy the Money Laundering Regulations before shares can be bought or sold. However unlike UK shareholders, you will be required to provide certain documents to Stocktrade, full details of which will be advised to you.

Stocktrade can provide you with the full Terms and Conditions on request however an abridged version will be issued with every contract note.

Nationwide Building Society acts as an Introducer to Stocktrade. Stocktrade provide the Sharedealing service and are the execution only division of Brewin Dolphin Limited, which is a member of the London Stock Exchange and is authorised and regulated by the Financial Services Authority (Reference 124444). Brewin Dolphin Limited registered office: 12 Smithfield Street, London, EC1A 9BD. Registered in England & Wales No. 2135876.

Nationwide Building Society is authorised and regulated by the Financial Services Authority under registration number 106078. Credit facilities other than regulated mortgages are not regulated by the Financial Services Authority. You can confirm our registration on the FSA's website, www.fsa.gov.uk or by contacting the FSA on 0845 606 1234.



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Sharedealing

You can order all our publications in large print, Braille, audio cassette or CD. Your local branch will arrange this for you or you can contact us on **08457 30 20 10**.

If you have hearing or speech difficulties and are a textphone user, you can call us direct in text on **0800 37 80 01**. We also accept calls via BT TypeTalk. Just dial **18001** followed by the full telephone number you wish to ring.



Proud to be different

Introduction

If you're interested in buying or selling shares, then the Stocktrade Sharedealing service available through Nationwide can help. Whether you're an experienced investor or new to stocks and shares, Stocktrade can offer a service to suit you.

By using the service, you'll have the opportunity to invest directly in the stockmarket both in the UK and overseas, and you can pick and choose companies that you want to invest in and even create your own share portfolio.

The Sharedealing service available through Nationwide is provided by Stocktrade, a division of Brewin Dolphin Limited, one of the UK's largest independent private client investment managers. Please note that all the services are execution only. This means you will not receive any advice and any investment decisions will have to be made by you.

No investment is suitable in all cases and if you have any doubts as to an investment's suitability then you should contact an independent financial adviser.

Why Stocktrade?

Nationwide have chosen to introduce you to Stocktrade as we believe they have many years of experience, and the expertise to handle your Sharedealing requirements.

Through Stocktrade, you can deal online or by phone by using electronic dealing accounts, or if you prefer to deal in physical share certificates, you can do so over the phone. If you're looking to deal on a one off basis please see 'Using the Sharedealing service on an unregistered basis'.

In this leaflet you will find an outline of the services on offer, but for full details on any of the account types Stocktrade offer simply visit [nationwide.co.uk/sharedealing](https://www.nationwide.co.uk/sharedealing) or contact Stocktrade on 0131 240 0690 or 0845 213 4690. The 0845 number is charged at local rates and is only available to callers within the UK. Please note calls may be recorded.

Before you start

There are two main types of account available for customers wishing to deal online or over the phone with Stocktrade; either a Nominee or CREST account. If you're only interested in dealing over the phone, in addition to the Nominee and CREST accounts, there is also the option of a Certificated account.

Nominee account:

This account may be of interest if you want to deal regularly in a wide range of investments including foreign securities and Unit Trusts. This account is available to either individuals or joint applicants.

This type of account means:

- All the shares you deal in are held in Stocktrade's Nominee Company's name on your behalf
- Your name will not appear on the shareholder's register for any of the companies you invest in and you remain the beneficial owner of the shares held in the Nominee account
- Any dividends that are paid will be credited to your account with Stocktrade
- You may trade in foreign stocks (European, North American, South African and Australian securities), Unit Trusts and OEICs
- Settlement is easy, more convenient and more secure as no paperwork is involved
- Transactions will be settled on a minimum of 3 business days from the date you deal

CREST account:

This account may be of interest if you're looking to deal on a regular basis, and is also available to individuals or joint applicants.

CREST is the electronic settlement system through which the London Stock Exchange settles deals, and all participating shares are held electronically meaning no physical share certificates change hands.

This type of account means:

- Your name will appear on the shareholder's register for each of the companies you invest in
- You will have voting rights and receive company information direct from the Registrars direct to your home address
- Settlement is easy, more convenient and more secure as no paperwork is involved
- Transactions will be settled on a minimum of 3 business days from the date you deal

Certificated account:

This account is only available to customers wanting to deal over the phone. It allows individuals or joint applicants who are resident in the UK to hold their own physical share certificates.

This type of account means:

- Your name appears on the share register for each of the companies you invest in
- You receive company information direct from the Registrars to your home address
- You have voting rights in the companies you buy shares in
- You receive physical share certificates for all shares purchased
- Transactions will be settled on a minimum of 10 business days from the date you deal, this is to allow sufficient time for share certificates to change hands following a deal

For more information on all these accounts, or to use the online interactive Account Finder to help you decide what account will suit your needs, simply visit [nationwide.co.uk/sharedealing](https://www.nationwide.co.uk/sharedealing) or call Stocktrade on 0131 240 0690 or 0845 213 4690.

Online Sharedealing

By visiting [nationwide.co.uk/sharedealing](https://www.nationwide.co.uk/sharedealing) and completing a simple registration process, you will be able to buy and sell UK shares online without having to contact a dealer.

Delivery and payment for shares is all handled electronically, which means you're not restricted by a paper-based system. Unfortunately the online service is not available if you want to remain dealing in share certificates.

Key features of online Sharedealing:

- Ability to deal at "live price" meaning you place the deal there and then and with no delays
- Commission rates from just £12.50
- You can view a real-time valuation of your Sharedealing portfolio held with Stocktrade
- Create a "hotlist", your choice of up to 35 stocks with real-time prices so you can follow their performance before you buy or sell
- CREST or Nominee account options
- Full phone back up service

If you want to deal online you'll need to open a deposit account for the settlement of transactions which will run together with your online Sharedealing account and can be easily topped up by BACS, cheque or Debit Card. Please refer to the 'Charges' section for details of the fees and charges that apply to online accounts.

Telephone Sharedealing

If you don't want to deal online, Stocktrade offers a telephone Sharedealing service. Whether you want to buy or sell shares, just call 0131 240 0690 or 0845 213 4690.

Key features of telephone Sharedealing:

- Speak directly to an experienced member of Stocktrade's staff
- Real-time prices from Stocktrade's voice activated Speechtrade TM quoting service
- Commission rates from just £12.50
- CREST or Nominee account options
- Certificated dealing available

Please refer to the 'Charges' section for details of the fees and charges that apply to phone accounts.

For more information on either of these services, or to register for the Sharedealing service go online at [nationwide.co.uk/sharedealing](https://www.nationwide.co.uk/sharedealing) or call 0131 240 0690 or 0845 213 4690.

Charges

Account	Minimum commission	Commission rate	Maximum commission	Administration charge
CREST or Nominee	£12.50	0.4%	£50	£40 + VAT*
Certificated	£15	1%	No maximum	N/A

* For CREST accounts, the Administration charge is charged annually, Nominee accounts are charged as £10 each quarter.

A Stamp Duty tax of 0.5% will be added to all UK share purchases. This is payable by the purchaser and will be added automatically to the total cost of your purchase and detailed on your contract note. Please note you will pay 1% on Irish share purchases.

A £1 panel on takeover and mergers (PTM) levy is charged on all bargains where the consideration is over £10,000. This is to generate income for the PTM, which promotes good behaviour in managing takeovers and mergers.

Your next step

Deciding on which service

If you are still not sure which service would best suit you please call Stocktrade or visit [nationwide.co.uk/sharedealing](https://www.nationwide.co.uk/sharedealing) and use the interactive online Account Finder, it may help you decide what account type will suit your needs. Then, once you're happy with your choice, you can apply to register.

Contact Stocktrade To register or deal,

CALL **0131 240 0690**
0845 213 4690

Or register online at [nationwide.co.uk/sharedealing](https://www.nationwide.co.uk/sharedealing)

Please allow 10 working days for a Sharedealing account application to be fully completed.

Trading hours for Sharedealing are:
Monday – Friday, 8am – 4.30pm
(Excluding bank and national holidays)