

# Glanbia plc

## Dividend Payments – Frequently Asked Questions

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

A. Glanbia (“Glanbia” 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 a safe method of payment?

A. Direct credit transfer is the most secure method of payment. It is used by most large organisations to pay, for example, employees’ salaries. The Company’s Registrar will not use Shareholders’ accounts for any other purpose or pass them on to any third party.

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

A. If a Shareholder wishes to receive his/her dividends in Euro, a Shareholder should nominate an Irish bank or financial institution account. If a Shareholder wishes to receive his/her dividends in Sterling, a Shareholder should nominate a UK bank or building society account.

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

A. If a Shareholder’s registered address is in the UK and a Shareholder has not previously provided the Company with a mandate form for an Irish Euro account, a Shareholder will default to a Sterling payment. All other Shareholders will default to a Euro payment.

### Q. But what if a Shareholder doesn’t have a computer...

A. 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, but a Shareholder doesn’t need to have a computer to have his/her dividends paid by direct credit transfer. It is simply a direct, secure and immediate way to pay his/her dividend into his/her account, rather than receiving a cheque in the post.

### 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 notification by post.

### Q. A Shareholder doesn’t want to provide his/her account details. What happens if a Shareholder doesn’t provide them?

A. If a Shareholder doesn’t provide his/her account details, a Shareholder will be sent the normal tax voucher advising a 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 Glanbia access to a Shareholder’s account beyond enabling Glanbia to pay his/her dividends directly into it through the normal inter-bank facilities.

### Q. A Shareholder prefers to receive a cheque. Why can’t a Shareholder get a cheque?

A. From 2011 it is mandatory for a Shareholder’s dividend payment to be made by direct credit transfer. 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.

### Q. What gives Glanbia the right to request 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 legal authority under which the Directors made the decision is the Company’s Articles of Association. Certain amendments were made to the Company’s Articles of Association at the 2010 Annual General Meeting to facilitate this. Providing a Shareholder’s account details does not give Glanbia access to a Shareholder’s account beyond enabling Glanbia to pay his/her dividends directly into his/her account through the normal inter-bank facilities.

### Q. Is it mandatory?

A. Yes. To be paid his/her dividends, a Shareholder is required to provide direct credit transfer instructions.

### Q. My registered address is not in the UK or Ireland

A. If a Shareholder’s registered address is outside of Ireland and the United Kingdom, but the Shareholder has an Irish Euro account or UK Sterling account, the Shareholder can have his/her dividends paid to their account by completing standard Euro or Sterling BACS mandate, as applicable.

If a Shareholder holds a Euro account in one of the following countries, he/she can register their payment instruction on [www.investorcentre.ie/payments](http://www.investorcentre.ie/payments) under the Global Direct Credit option:

- Austria
- Belgium
- Finland
- France
- Germany
- Greece
- Italy
- Netherlands
- Portugal
- Spain

Shareholders in regions outside of the countries listed above (including Ireland and the United Kingdom) may provide their payment instruction on [www.investorcentre.ie/payments](http://www.investorcentre.ie/payments) under Global Payments Service (Wire). Please note that charges are applicable for this service.

For further information please contact the Company’s Registrar on +353 (01) 247 5349 or by email on [clientservices@computershare.ie](mailto:clientservices@computershare.ie).

### Q. Can a Shareholder fax 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. 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:

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