Shareholder administration FAQs for ordinary and preference shareholders

Answers to common questions about managing your account

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About MUFG Corporate Markets, the BP Registrar

If you are a direct shareholder, your shareholding in BP is recorded on a register of shareholders. The register is a list of the names and addresses of all BP ordinary and preference shareholders and the number of shares each owns, and is managed by a company called a Registrar. The BP Registrar has changed and from 22 October 2012 the register is being maintained on behalf of the company by MUFG Corporate Markets. BP is working with MUFG Corporate Markets to enhance shareholder services and to help you manage your shareholdings easily and efficiently. MUFG Corporate Markets updates the register when your personal circumstances or shareholding change, and facilitates payment of your dividend and issues and cancels share certificates.

What is my investor code (IVC)?

When you first buy shares in BP you are given a unique 11-digit account number called an Investor Code, or IVC. This is shown in the top left-hand corner of share certificates and on dividend counterfoils, and should be quoted in all correspondence. We recommend that you keep a separate record of your account number. If you owned shares prior to 22 October 2012 you will have previously had an 11-digit Equiniti shareholder reference number (SRN); All shareholders have been sent a notification of their replacement IVC either by post or email. If you are not sure of your IVC please contact MUFG Corporate Markets on the number above.

Why do I have two different investor codes?

If you buy more shares in BP, but the name and address you supply to MUFG Corporate Markets differ, even slightly, from the existing details held, another account may be created. If this happens and you want the accounts combined you should contact MUFG Corporate markets, otherwise you may receive more than one copy of BP shareholder documents.

Can I manage my account online?

Yes, ordinary and preference shareholders may access their account online via the BP Share Centre. Find out more about the BP Share Centre and online account management

How do I change my email or postal address?

If you have registered on the BP Share Centre you can amend your address online. Otherwise you will need to contact MUFG Corporate Markets in writing or by telephone. When writing regarding a change of address, please quote both your old and new address and your BP investor code.

How do I change my bank details

If you have registered on the BP Share Centre you can amend your bank details online. Otherwise you will need to contact MUFG Corporate Markets in writing or by telephone. When writing regarding a change in bank details, you should enclose a completed dividend mandate form. This is available from MUFG Corporate or can be downloaded below. If you are overseas please contact MUFG Corporate Markets for information on their International Payment Service. Dividend mandate form

How do I inform you of a change of name?

Please write to MUFG Corporate Markets and enclose a copy of your marriage certificate or other relevant legal document. Unfortunately this change cannot be registered online.

How do I inform you of the death of a shareholder?

If the shares were held solely in the name of the deceased, you should send MUFG Corporate Markets an official copy of the document by which the deceased's legal personal representative was appointed, usually the grant of probate or letters of administration, impressed with the court seal. The name of the legal personal representative will be put on the register. The shares can then be sold by the personal representative, or transferred to the deceased's beneficiary.

If the value of the deceased's estate is below certain limits, the death can be registered using the small estates procedure which is less complex. Details of the current limits and the procedure involved can be obtained from MUFG Corporate Markets. If the shares were held jointly by the deceased and another person, the original death certificate is required. The shares will then be registered in the name of the surviving holder, and the relevant share certificates will be amended to reflect this.

Share certificates

What should I do with my share certificate?

Share certificates are evidence of your ownership and should be kept in a safe place. You will need them if you want to sell all or some of your shares in the future. We recommend that you keep a separate record of the certificate numbers and the number of shares each certificate covers in case of loss or damage. Share certificates are posted to shareholders at their own risk.

Why does the BP share certificate refer to US$0.25 shares?

The main underlying economic currency of the BP group's cash flows is the US dollar. This is because BP's major product, oil, is priced internationally in US dollars. Accordingly, to reflect the nature of our business and help investors to assess our performance better, our accounts are prepared in US dollars as the functional currency of BP and BP ordinary shares are also denominated in US dollars.

Although the face value or 'nominal value' of an ordinary share is denominated in US dollars, the actual value of each BP share at any particular time is the price at which it can be sold in the market. On the London Stock Exchange, BP ordinary shares are traded in sterling, and dividends on those shares are paid in sterling.

I have more than one share certificate. Can they be combined?

If you have several BP share certificates you can ask for your certificates to be consolidated into one. Please send them to MUFG Corporate Markets, together with a covering letter. You should retain the counterfoils as they may be required for tax purposes.

I hold certificates which quote BP ordinary stock of £1 each, BP ordinary shares of 25p each or BP ordinary shares of US$ 0.50 each. Are these still valid?

No. Only share certificates relating to BP ordinary shares of US$0.25 each, issued on or after the subdivision on 4th October 1999 are valid. Share certificates representing the number of ordinary shares held following the subdivision were despatched to shareholders in October 1999 and replaced all certificates issued prior to this date. For information on company events that may have affected the number of shares you hold, click the link below and refer to the Capital Gains Tax section of the site

What if I lose my share certificate, dividend cheque or tax voucher?

If your certificates are lost, stolen or destroyed, you should contact MUFG Corporate Markets as soon as you can. MUFG Corporate Markets will arrange for you to complete an indemnity covering the company for any loss arising from a dispute over who owns the shares and

you may be charged for this if the value of the shares is over a certain limit. Once this is done, MUFG Corporate Markets will send you a duplicate certificate.

If you lose a dividend cheque you should contact MUFG Corporate Markets immediately, confirming which payment has been lost. They will then arrange for the cheque to be stopped and issue you with a duplicate free of charge. Dividend cheques are currently valid for one year from the date of payment. If you lose a tax voucher you should contact MUFG Corporate Markets, confirming which tax voucher has been lost. A duplicate will be issued upon payment of an administration charge. This can be paid by debit card.

About BP's share capital and ADSs

What is BP's share capital?

BP's share capital is made up of ordinary shares of US$0.25 each, 8% cumulative preference shares of £1 each ('First preference shares'), and 9% cumulative preference shares of £1 each ('Second preference shares'). In the US, the company's securities are traded in the form of ADSs, for which JP Morgan Chase is the depositary and transfer agent. Further information is available via the following link. Share capital

How can I find out the price of a BP share?

Prices are published in many newspapers and financial websites. Please follow the link below for share price information and to download the share price history from 1993.

Investor tools

Where are BP ordinary shares traded?

The BP ordinary shares are listed and traded on the London Stock Exchange and on the Frankfurt Stock Exchange.

What is a BP ADS share?

A BP American Depositary Share (ADS) is a US dollar-denominated form of equity ownership in BP, representing ordinary shares on deposit in the United Kingdom. An ADS carries significant rights arising out of those ordinary shares. For example, it confers the right to receive dividends in US$, the right of registered ADS holders to attend BP shareholder meetings and the right to vote on all matters before the company.

What is an ADR?

An American Depositary Receipt (ADR) is a physical certificate evidencing ownership of ADSs. The term is sometimes used to refer to ADSs themselves.

How are ADSs related to ordinary shares?

Every BP ADS represents six BP ordinary shares. Ordinary shares trade primarily in the UK and pay dividends in pounds sterling. They do not trade on a US exchange.

Where are BP ADSs traded?

The ADSs are listed and traded on the New York Stock Exchange. The trading symbol is 'BP'.

General

What are Individual Savings Accounts and does BP operate one?

Individual Savings Accounts (ISAs) are a tax-free savings vehicle, introduced by the UK government in 1999, available for individuals who are aged 18 or over and are resident in the UK. Investments in an ISA are exempt from CGT and income tax.

An ISA may contain two or more of the following components – cash, stocks and shares. BP has arranged for an ISA to be available for those who wish to invest in BP shares, which is managed by HSBC Trust Company (UK) Limited. Investments within the BP ISA are held solely in the form of BP shares; there is no cash element. If you are in any doubt about whether to take out an ISA, you should consult an independent financial adviser.

Further ISA information

What is CREST?

CREST is an electronic system for settling the sale and purchase of shares. Membership is voluntary and is typically used by institutions and by individual investors who have a large share portfolio or who buy and sell shares frequently. CREST enables shareholders to hold and transfer their shareholdings in electronic form rather than using paper. For CREST contact details, please click here