eDelivery FAQs for ADS holders

US BP Shareholder Services
P.O Box 43304
Providence, RI 02940-3304

Toll-free in the US and Canada: **1-877-638-5672**
For outside the US and Canada: **1-651-306-4383**
For the hearing impaired: **1-800- 952-9245**

What will I receive electronically?

Our agent, JPMorgan Chase ("JPMorgan") currently provides several options for electronic delivery, account statements, tax forms, general company information as well as annual meeting materials. This is a free service provided through JPMorgan's adr.com facility on behalf of BP.

Sign up

How do I sign up for eDelivery?

To sign up for eDelivery you will need to access your account online or create an online account at computershare.com/investor

Beneficial ADS holders, who hold BP ADSs through a bank or broker, should contact their bank or broker to see if they are among the majority who participate in an electronic delivery service. You can have your bank/broker account enrolled in their version of this service and receive quicker, more efficient delivery of company materials.

What is my account number?

This unique 10-digit account number lead by the letter "C" identifies your BP ADS account. Your account number can be found on your account statement, dividend check stub or ACH advice.

What will happen after I have signed up?

After you have completed the sign-up process, you will have access to your account information and various services online. You can also elect to receive account statements, tax forms, shareholder meeting materials or general company information electronically. If you elect to receive documents electronically, you will receive an e-mail notifying you that the document can be viewed or downloaded. You will no longer receive a printed copy of the document by mail.

Why do I need to create a password?

You need to create a username, password and security question/answer so that you can access your information and other online services securely. JPMorgan/US BP Shareholder Services uses software to encrypt any personal data transferred between their site and your internet browser.

If I sign up, will I receive e-mail from other companies?

You will only receive e-mail about shareholder services from JPMorgan or BP. Your e- mail address will not be passed on to any other companies.

Can I sign up if I am not the primary account holder?

No. Only the primary account holder is able to sign up to eDelivery. The primary account holder is the holder who has their social security number listed on the account. For further assistance please contact US BP Shareholder Services.

Can I sign up if I hold shares through an ADS beneficial holder?

No. You must route all your requests for shareholder information through the bank, broker or nominee. You can ask them to register you with us as an indirect shareholder so that you can receive shareholder correspondence directly from us.

After sign up

What account information may I view or change?

Once you have established your account access, you will be able to view your account balance and dividend payment history. You will also be able to view and/or change your address, e-mail address, eDelivery options, username/password/security question and dividend payment option.

What happens if I forget my username or password?

US BP Shareholder Services website provides a 'Forgot your username?' and 'Forgot your password?' recovery process on its account access sign-on screen.

What if I don't receive an e-mail notification?

You may not receive an e-mail notification for some time, depending on the eDelivery option you select. You will only receive an e-mail when a document for the option you selected is available for ADS holders.

What happens if an e-mail notification is returned as undeliverable?

Your eDelivery consent will be removed and future documents will be mailed to you. Any documents you received when you consented to eDelivery would still be available to you on computershare.com/investor. If you would like to re-consent for eDelivery, you may do so at any time. It is important to keep your address and e-mail address updated.

What should I do with my username/password/security question answer?

You should keep this information in a secure place where you can easily refer to it if you need to change your details or see information about your shares.