



eDelivery FAQs for ordinary and preference shareholders

The BP Registrar
Link Asset Services (*formerly Capita Asset Services*)
The Registry
34 Beckenham Road
Beckenham
Kent, BR3 4TU

Contact the BP Shareholder Helpline on free phone: **0800 701 107**
If you are calling from outside the UK, please dial: **+44 371 277 1014**
Lines are open 8.30am – 5.30pm, Monday- Friday (excluding bank holidays)

How do I sign up for eDelivery?

The BP Share Centre website provides electronic services to our shareholders. Once you have registered your account, you will have instant access to sign up for eDelivery. You will also then be able to use the Share Centre to look at your share balance, dividend payment history, and update your account with changes to your postal and email addresses, bank account details and mailing preferences. If you have your dividends paid directly into your bank account your electronic tax voucher will be accessible on the Share Centre and a paper copy will not be sent. If you have any queries or wish to register for eDelivery by mail please contact The BP Registrar.

[Register for the Share Centre and sign up for eDelivery](#)

What is my investor code?

This unique 11-digit reference number identifies your BP share account. It can be found on your share certificate, dividend tax voucher or proxy voting form.

Can I sign up if I am not the first-named holder of a joint account?

No. To register you must be the first-named holder. We send documents only to the first name listed on the holding. As the first-named holder signing up will also give you access to other services, you should make sure you have the permission of other holders to sign up for eDelivery.

Can I sign up if I hold shares through a nominee shareholder?

No. If you hold through a nominee you must route all your requests for shareholder information through them. You can ask them to register you with us as an indirect shareholder so that you can receive shareholder correspondence directly from us.

How can I change my email address?

Log on to BP Share Centre using your username, password and memorable word. Select 'Change your email address' from the left hand menu and then fill in the online form. [Login to](#)

[the BP Share Centre](#)

What if I don't receive an email notification?

You may not receive a shareholder email for some time. It depends on the intervals between BP shareholder mailings. If you do not receive a shareholder email the most likely reason is that we have an old email address for you. You can update your email address via the BP Share Centre. You should make sure that your email address registered on the BP Share Centre is up to date. If we are unable to send you an email because the address is not recognised or the email is returned as undeliverable, we will send you a paper copy of the email by post within 48 hours.

How can I obtain a printed Annual Report or other document?

If you want a one-off copy of a particular document, without changing your overall preference for eDelivery, contact the BP Registrar.

Will I receive anything by post?

No, unless you are receiving your dividends by cheque or receive dividend payments by bank mandate and have made a specific request for a paper tax voucher.

If you currently receive cheque dividend payments, for speed and security, you can choose to have the payment made directly into your bank or building society by completing a [dividend mandate form](#) and posting it to Link Asset Services. You will then receive an email notification when your electronic tax voucher is available to download. All other documents will be made available to you electronically