

FREQUENTLY ASKED QUESTIONS

1. WHAT ARE THE BENEFITS AVAILABLE TO SHAREHOLDERS?

Shareholders holding greater than 1,000 shares are entitled to 50% discount on Scillonian tickets and 10% discount on Skybus tickets. Qualifying shareholders are charged a reduced rate for cancellation and amendments, contact the travel centre for full details. The spouse of a shareholder gets the same discount on Scillonian but do not get a discount on Skybus.

Shareholders are invited to the Company's AGM which is held in the Autumn. Shareholders will also receive a copy of the annual report in August and an interim trading update in December.

2. WHO MAINTAINS THE COMPANY'S SHARE REGISTER?

Our share register has been administered by Neville Registrars since 2015. You can find out further information about Neville Registrars at www.nevilleregistrars.co.uk

3. HOW DO I REQUEST A CHANGE TO MY SHAREHOLDER DETAILS?

Then please contact Neville Registrars at the following address
Neville Registrars Limited
Neville House
1 Steelpark Road
Halesowen
West Midlands B62 8HD

Tel 0121 585 1131
Email denise@nevilleregistrars.co.uk

Alternatively you can contact them through their message centre at www.nevilleregistrars.co.uk/contact

4. CAN I TRADE SHARES THROUGH ASSET MATCH?

No, due to high administration costs, share brokers decided that they no longer wished to administer Isles of Scilly Steamship Company share transactions. The Isles of Scilly Steamship Company are working with Asset Match and the share broker community to improve the administration process to enable shares to be traded via Asset Match in the future.

5. HOW CAN I TRADE SHARES?

The Board of Directors have established an interim trading facility which introduces buyers with sellers. There are no fees associated with this service. The Board maintains an 'interested buyers register', this is a list of prospective buyers who wish to purchase shares in the Isles of Scilly Steamship Company. When an existing shareholder wishes to sell shares in the Company, their contact details are forwarded to the interested buyers.

6. HOW DO I REGISTER MY INTEREST TO PURCHASE SHARES?

If you wish to purchase shares in the Isles of Scilly Steamship Company then please send your full name, address and email address to shares@issg.co.uk

Your details will be added to the interested buyers register. When an existing shareholder wishes to sell shares, we will put them in contact with you along with other buyers. You must be aged 18 or over to purchase shares. If you are a new shareholder, the minimum amount of shares that you can buy is set at 500 shares.

7. HOW OFTEN DO SHARES BECOME AVAILABLE?

Shares only become available when an existing shareholder wishes to sell.

8. ARE THERE ANY OTHER WAYS TO PURCHASE SHARES?

No

9. I AM A SHAREHOLDER, HOW DO I SELL MY SHARES?

Please email shares@issg.co.uk with your full name, address, and the number of shares you wish to sell. You will also need to give authorisation to allow the Isles of Scilly Steamship Company to forward your contact details to the list of registered buyers. Buyers will then contact you direct. It is for you and the buyer to negotiate a sales price.

10. I HAVE NEGOTIATED A PRICE AND AGREED TO SELL MY SHARES, WHAT HAPPENS NEXT?

Before the transaction is completed, all share trades must be authorised by the Board of Directors in accordance with the Company's Articles of Association.

The seller emails shares@issg.co.uk with details of

- The name of the proposed buyer
- If the buyer is an existing shareholder (please provide shareholder number if you have one)
- The number of shares being traded
- The price to be paid for the shares

Please note that the share register will not be amended until the Board of Directors authorises the trade.

11. WHEN DOES THE BOARD MEET TO CONSIDER SHARE TRANSACTIONS AND TRANSFERS?

The Board of Directors attend 8 Board meetings a year, during which, transactions and transfers are considered.

12. I HAVE RECEIVED BOARD APPROVAL, WHAT HAPPENS NEXT?

If the Board of Directors approve the transaction, then please download and complete the stock transfer form below. Insert J30 form in PDF format.

13. WHERE SHOULD I SEND THE COMPLETED STOCK TRANSFER FORM (J30)?

The seller should send the completed stock transfer form to:
Neville Registrars Limited
Neville House
1 Steelpark Road
Halesowen
West Midlands B62 8HD

Please also ensure that you send your original share certificates to Neville Registrars to confirm you are the shareholder.

14. STAMP DUTY

It is the responsibility of the buyer to review the transaction and identify any stamp duty liability. If you are unsure we advise you to seek professional advice.

Where Stamp Duty is payable, the buyer should forward a cheque made payable to HMRC to Neville Registrars. On receipt of the cheque they will forward the necessary paperwork and the cheque to HMRC Stamp Office once the register has been updated.

Neville's will only update the register on receipt of the stock transfer form from the seller and cheque (where applicable) from the buyer for the stamp duty. Please direct all stamp duty questions to a professional advisor as we are unable to advise or assist on this matter.

15. CAN I REQUEST A VALUATION OF MY SHARES?

Unfortunately, we are unable to provide valuations of shares for probate or other market transactions. We recommend you seek the advice of your accountant. Please do not contact Neville Registrars or Asset Match for valuation requests as they will also be unable to assist.

16. I AM THE EXECUTOR OF A DECEASED ESTATE WHO DO I NEED TO INFORM?

Please contact Neville Registrars (see number 3) to inform the Registrar of details of the deceased shareholder. They will need

- The original death certificate
- The original share certificates
- A sealed copy of the grant of probate

On receipt of the above documents Neville Registrars will update the register and send out new share certificates.

To transfer shares to a beneficiary of the estate you will need to update the Register by following the step above. You will need to seek Board approval for the transfer of shares to the beneficiary. Please email shares@issg.co.uk with the details of the transfer. If Board approval is given the Executor will need to complete a stock transfer form (see step 12/13) and send this with a copy of the sealed grant of probate to Neville Registrars.

17. WHERE ELSE CAN I SEEK GENERAL INFORMATION ON SHARE TRADING?

If you need further assistance, please contact shares@issg.co.uk

*Please note that shareholders T&C's may change from time to time.