

Better for you and the environment

South32 Limited uses its website as the primary means of communicating with shareholders to enable timely receipt of information, to reduce the environmental footprint of our shareholder mailings and to save on printing and postage costs.

For further details on electing for electronic communications, and other online services designed to help you manage your shareholding more easily, visit www.computershare.com

Why has South32 mandated direct credit for the payment of dividends from 2017 onwards?

South32 reviewed its processes for paying dividends and determined that payment of dividends would be processed by direct credit. Most holders already take advantage of the direct credit facility and it is now common for many ASX-listed dividend paying companies not to offer payment by cheque.

The benefits of payment by direct credit, rather than cheque, are that:

- Direct credit allows funds to be paid and available in your account much more quickly;
- In times of absence from the registered address, the funds can still be accessed;
- It removes postal delays;
- It eliminates the risk of cheque fraud;
- It prevents the risk of cheques being lost or stolen; and
- It is the most cost effective means by which the dividend can be distributed.

All dividend payments will be paid into the holder's nominated bank or financial institution account (excluding credit card accounts) by direct credit only.

For information on how to provide or update your direct credit (banking) details, refer to Computershare's contact details provided in the 'Currency Election and Payment Options' section in the Dividend Information FAQ.

Is direct credit a safe method of payment?

Yes, direct credit is secure and is used by most large organisations (for example: to pay employees' salaries) and Government (for example: Medicare). Providing your bank account details does not give South32 access to your bank account beyond enabling South32 to make cash payments directly into your account.

South32 will not use your bank account details for any purpose other than to process payments to which you are entitled to be paid in cash. The Computershare has stringent security measures in place to prevent unauthorised disclosure of your details and these procedures are regularly and independently audited. South32 will not disclose your bank account details to any third party except as necessary to process cash payments.

Can I provide more than one bank account?

No, each shareholding account can only record one bank account instruction.

Can I have dividends/distributions credited to someone else's bank account?

Yes, for shareholders on the Australian share register and holders on the UK DI register, shareholders can have their dividend paid into another person's account if they provide to Computershare the other person's valid banking details.

Unfortunately, shareholders on the South Africa Branch Register are not able to utilise third party banking.

What will happen to my payment if I don't provide my banking details or the transfer is rejected or refunded by the bank?

Your payment will be held in a non-interest accruing account until you have provided Computershare with valid banking instructions - at which time the dividend will be credited to your account. It is important to note however that such payments will be made on a periodic basis and not on immediate receipt of your direct credit instructions.

What if I provide incorrect banking details?

All direct credit instructions received are confirmed back to the shareholder by Computershare. It is important that you check this confirmation carefully and contact Computershare if it is incorrect.

How will I know if a dividend has been deposited into my bank account?

You will be provided with a dividend statement confirming the number of shares, the amount of the dividend, the date of payment and the banking details to which the payment has been made.

Shareholders are encouraged to register their email address with Computershare to receive notification by email that their dividend statement is available electronically. You can provide your email address online www.computershare.com