

***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](http://www.computershare.com)*

**Why is South32 mandating direct credit for the payment of dividends from 2017 onwards?**

South32 has reviewed its processes for paying dividends and determined that payment of dividends to shareholders on the Australian register, from 2017, will be processed exclusively by direct credit. The majority of South32 shareholders 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.

South32 shareholders who hold shares on the South African branch register and South32 UK Depository Interest holders will be paid the 2017 interim dividend by way of cheque where they have not provided valid direct credit details.

All future dividend payments will be paid into shareholders' nominated bank or financial institution accounts (excluding credit card accounts) exclusively by direct credit only.

Further information regarding how to update your details is provided below.

**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 Share Registry 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, for example to the Share Registry and your bank.

## **How do I add or change my banking instructions?**

South32 shareholders on the Australian register can provide or update banking details online [www.computershare.com/au](http://www.computershare.com/au). Alternatively, contact Computershare on 1800 019 953 (within Australia) or +61 3 9415 4169 (outside Australia) to request a banking instruction form to be sent via email or to your registered address (charges will apply for printed form requests). Individuals may provide banking instructions over the phone using Computershare's automated system.

Direct credit details can be provided online or by calling Computershare Investor Services on:

- For South African holders                          Smart number: 0861 100 950
- For UK Depository Interest holders            [www.computershare.com/uk](http://www.computershare.com/uk)

## **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 as long as 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 such time as 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 at [www.computershare.com](http://www.computershare.com)