



## YOUR FREQUENTLY ASKED QUESTIONS ABOUT GESPP



### ❖ I am a new joiner - when will I receive my invitation to join GESPP?

Once you become an eligible employee, you will receive an invitation e-mail from Computershare within 8 weeks from your first day on payroll. If you do not receive your invitation after that period, please contact [HR Operations](#). Please read details about the Plan [here](#), before making any investment.

### ❖ How do I log in to my EquatePlus account?

If you are on the Shell network you can log in using the SSO link received in your invitation email, or [here](#). You can also find it here via HR Online > Policies and Benefits > My EquatePlus Account. Outside the Shell network you can log in via [www.equateplus.com](http://www.equateplus.com) (remember, you will need your User ID).

### ❖ Do I have to complete the CRS & FATCA form?

Yes, you are required to complete your CRS & FATCA self-certification when you login to your account at EquatePlus. Computershare, as a UK regulated financial institution, must comply with FATCA and CRS by identifying individuals satisfying the FATCA or CRS criteria and reporting them to Her Majesty's Revenue and Customs (HMRC), who passes this on to the relevant local tax authorities. More information can be found [here](#) and via EquatePlus in the Glossary section.

### ❖ Who should I contact if I have questions?

If your question is related to an online transaction (sale, transfer of shares / payment of cash), statement or access to your EquatePlus account, please contact Computershare. Contact details are [here](#).

If your query is about the Plan details and participation – please familiarise yourself with materials made available to you via [HR Online](#) or Share Plan site [here](#). If, you still cannot find the answer to your question, please contact [HR Operations](#).

You can also refer to our Yammer page [here](#) to keep up to date with announcements and recent questions, and our Share plans page [here](#) for all our guides.

### ❖ How much I can contribute under the Plan?

Please check your annual limits in Country Fact Sheet [here](#). You can use the interactive modeller [here](#) to estimate how many shares your contributions might purchase. **Remember** - do not enter a contribution amount in your Equateplus that exceeds your monthly net pay in a pay cycle as your contribution will be cancelled.

### ❖ What will happen if my annual limit is exceeded?

The surplus will be returned to you via local payroll.

### ❖ Can I request a single contribution equal to the annual maximum limit?

Yes, providing the requested amount will not exceed your net pay and subject to any local legal restrictions

### ❖ I've made a change to the contribution amount – when this change will be effective?

Any change made via your EquatePlus account by 15th day of the month will be effective from your following month's salary. Please refer to the Timetable [here](#).

### ❖ I cannot see my contributions to date in my GESPP tile in EquatePlus. Why is that?

Please do note that it may take more than two months after deduction from salary for contributions to be displayed on your Equateplus account. This is dependent on collation of all contributions globally, and when payrolls remit the funds to Computershare. You are assured that all your payroll deductions will be reflected in the purchase after the end of the plan year.

### ❖ Can I make contribution in December?

No, there is contribution break in December. Deductions are made only in January – November. Please refer to Plan Guide [here](#).

### ❖ Is tax due on my shares?

Please refer to the Country Fact Sheet for your country [here](#)– this will show whether tax will be withheld on your discounted (bonus) shares and the % rate.

### ❖ How is the tax on my shares paid?

If your shares have been delivered to you “gross”, your local payroll will calculate and make a deduction of applicable taxes due on the bonus shares. This will occur in your normal monthly salary, generally in February (but this may vary in certain countries) and reflected on your pay slip. Payroll will determine at what rate taxes should be deducted in accordance with usual practice.

If your shares have been delivered to you “net” the proceeds from the shares deducted will be used to settle any withholding requirement through the last payroll. In both cases you will see an entry on your pay slip for the taxable value of the bonus shares and tax due. Appropriate taxes will be processed and paid to the authorities. Normally this will be in February following the end of the Plan year. More information can be found in General Tax Q&As [here](#).

### ❖ I am transferring countries - what should I do?

If you are already in GESPP and transfer to a participating country, check that your contributions are re-started within two months – if they do not re-start, please contact [HR Operations](#).

If you transfer to a non-participating country your contributions will be stopped until such time that you transfer to a participating country, at which time you will be invited to join the Plan again. You will find more information in the Transferring Countries guide [here](#).