Tracing Lost Shareholders

Asset Reunification with ProSearch and Equiniti

ProSearch Asset Solutions (ProSearch), a specialist tracing company, has been appointed to run an asset reunification programme with the aim of reuniting 'lost' Aberdeen Group plc* shareholders or their estates with outstanding cash and share entitlements.

In addition, some ‘lost’ shareholders may receive an email or letter prompting them to make contact with Equiniti directly to update their details.

*formerly Standard Life plc, Standard Life Aberdeen plc and abrdn plc

Why may cash entitlements be due?

There are various reasons why cash entitlements may not have been cashed by shareholders. The most common reasons are:

- shareholder not notifying the Registrar of a change of address
- beneficiaries or executors of an estate not being aware of the holding
- shareholders who simply forget about their shareholdings

For security reasons, and in line with the Company’s articles or the Terms and Conditions of the Aberdeen Share Account, these holdings have been recorded as ‘gone-away’ from the address held on the share register, and subsequent correspondence withheld to prevent possible fraud.

Who are ProSearch?

ProSearch is a member of the Equiniti Group. They specialise in the research, identification and the reuniting of assets. ProSearch has over 30 years of experience in the provision of Asset Reunification solutions and has worked with many FTSE 100 and 250 companies on similar projects.

You can view their website at prosearchassets.com

Who are Equiniti?

Equiniti Limited (EQ) were appointed as Aberdeen’s share registrar in July 2021 to maintain our shareholder records. The corporate sponsored nominee (the Aberdeen Share Account) was also transferred to Equiniti Financial Services Limited at that time.

You can view their website at equiniti.com

What should you do if you have received a communication from ProSearch or Equiniti?

You may have received a letter or email from ProSearch or Equiniti. Please read these carefully and follow the instructions provided, which may include returning a verification form along with any necessary documents. If you need to speak to anyone, the contact details can be found on the letter, form or email sent to you. The contact details can also be found below.

Why is there a fee for using ProSearch?

This service is voluntary. This is a search and identification service designed to trace shareholders and return lost entitlements as efficiently as possible. In the process of operating a programme to trace lost shareholders, ProSearch incurs various costs including those for data subject analysis, mailings, identity confirmation, form validation and providing a helpline.

If you wish to make your own arrangements to recover your assets, you can contact Equiniti directly using the contact details below. Please note that some charges may still apply.

How to contact ProSearch

telephone
0371 384 2864* (or +44 (0)371 384 2864* from outside the UK)

email
info@prosearchassets.com

website
prosearchassets.com

address
ProSearch, Sutherland House, Russell Way, Crawley, West Sussex RH10 1UH

ProSearch Asset Solutions Limited is registered in England and Wales number 2158381 and is a member of the Equiniti Group. Registered Office: Highdown House, Yeoman Way, Worthing, West Sussex BN99 3HH.

How to contact Equiniti

UK and overseas

telephone
+44 (0)371 384 2464*

email
customer@equiniti.com

website
shareview.co.uk

address
Equiniti, Aspect House, Spencer Road, Lancing, West Sussex BN99 6DA

*Calls are monitored/recorded to meet regulatory obligations and for training and quality purposes. Call charges will vary. Lines are open 8.30am to 5.30pm (UK time), Monday to Friday (excluding public holidays in England and Wales). Please use the country code when calling from outside the UK.

Equiniti Limited is registered in England and Wales with Company No. 6226088 and Equiniti Financial Services Limited is registered in England and Wales with Company No. 6208699.
Registered address: Highdown House, Yeoman Way, Worthing, West Sussex BN99 3HH.

Equiniti Financial Services Limited is part of the Equiniti Group. Their registered offices are Highdown House, Yeoman Way, Worthing, West Sussex BN99 3HH. Investment and general insurance services are provided through Equiniti Financial Services Limited, which is registered in England and Wales with No. 6208699 and is authorised and regulated by the UK Financial Conduct Authority No. 468631.