



Barclays Wealth
Corporate Actions Department
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000655 001963 CTAN001A 1219777011
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Daws House
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London
NW7 4SD

Account number 481/71436480/33

Enquiry Desk 08009 012911
2nd April 2015

BARCLAYS

Dear Client

SERCO GROUP - Rights Issue

AT CLOSE OF BUSINESS ON 30/03/2015 YOU HELD 2000 SERCO GROUP
CORPORATE ACTION REFERENCE: 201500447

A new corporate event has been announced on the above security for which you have a holding.

PLEASE NOTE WE MUST BE IN RECEIPT OF YOUR INSTRUCTION BY 10AM ON 13 APRIL
2015.

This corporate action is a Rights Issue.

A Rights Issue is a means by which companies raise additional capital to invest, expand or reorganise. The company issues entitled shareholders, at a specified date (ex date) Rights which give the holders the right (but not the obligation) to purchase new shares. The Rights can also usually be sold in the market or allowed to lapse.

Within this corporate action you have a series of options of which one is a default. If you wish to select the default you do not need to reply.

If you would like further information about the terminology used in this notification, please visit our Ask A Question site:

<https://help.stockbrokers.barclays.co.uk/help/event-processing/corporate-actions/Terminology/>

EVENT TERMS:

1 New Share for every existing Share held

Price per new share: GBP1.01

Record Date 26-Mar-2015

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Ex Date 31-Mar-2015

Further details can be found on the Company's website at www.serco.com/investors

EVENT OPTIONS:

Option 1: Exercise some or all of your Rights at GBP1.01 per Right.

The easiest and most convenient way to respond is through our website as follows:

Provide your instruction online by logging into your account at www.BarclaysStockbrokers.co.uk and following the steps below:

Select 'Portfolio & Deal' and select 'Corporate Action Summary' from the Corporate Actions section
Under 'Voluntary Corporate Actions' select the required Company Name
Select 'Reply online now' and provide your instruction

Option 2: Sell your Rights.

There are two ways to sell your Rights - online or telephone.

The easiest and most cost effective way to sell your Rights is through our website as follows:

- Go to www.BarclaysStockbrokers.co.uk and log in to your account
- Then click the 'Portfolio & Deal' menu and select 'Account View'
- Please click the 'Sell' button next to the rights. Online dealing rates will apply

Alternatively, sell your Rights by calling us on 0800 279 6551* or UK Local 0141 352 3909*, and select option 2. Telephone dealing rates will apply.

Option 3: Sell some of your Rights to raise cash to exercise your remaining Rights.

The easiest way to do this is to contact us. Our team can assist you in calculating the required number of Rights to be sold.

Our Client Service team can be contacted on 0800 901 2911* or local dial number 0141 352 3971*. Rights can only be sold during market hours.

Option 4: Lapse (Default)

If you don't select any of the options above your Rights will lapse, you may or may not receive lapsed proceeds.

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If you want your entitlement to lapse, please do not reply to this notification.

ADDITIONAL INFORMATION

Please ensure there are sufficient funds available by 5pm on 10 April 2015. The amount due will be taken from your account within 10 business days of this date. Please be aware that if funds are not available, your CMS account will become overdrawn for a couple of days until, if applicable, your Direct Debit Instruction is cleared and debit interest may be charged.

We will aim to update your account within five business days of receiving the proceeds.

Overseas residents should consult their professional advisers as to whether they require any governmental or other consents or need to observe any other formalities to enable them to participate in the offer.

By accepting the offer, you will be representing to us that local laws and regulatory requirements have been complied with, including the obtaining of any governmental, exchange control and other consents that may be required and the payment of any issue, transfer or other taxes or duties due in that jurisdiction.

Please note that this email does not constitute investment or tax advice. If you are unsure of what option to take, or if you are in any doubt as to your tax position, please contact your financial advisor.

Further details can be found on the Company's website at www.serco.com/investors

You can also provide your instruction by calling 0800 901 2911* or local dial number 0141 352 3971*.

Please remember to quote your corporate action reference 201500447.

*Calls to 0800 numbers are free if made from a UK landline and calls to 0141 numbers are charged at local rate, mobile costs may vary - please check with your telecoms provider. Calls may be recorded so that we can monitor the quality of our service and for security purposes. Our opening hours are 7.30am to 7pm Monday to Thursday, 7.30am to 6pm on Friday (excluding bank holidays) and 9.30am to 12.30pm on Saturday.

Yours faithfully

Alastair Thaw
Head of Client Contact

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