

PENSION PRACTITIONER.COM
FAO: MARK MISEROTTI
DAWS HOUSE
33-35 DAWS LANE
LONDON
NW7 4SD

19 September 2012

Your ref:

Dear Sir/Madam,

HOLDER: LEGAL AND GENERAL ASSURANCE SOCIETY LIMITED

Company	Security	Shareholder Reference	Designation
Serco Group plc	Ordinary 2p Shares	10804159191	T301

Thank you for contacting us.

Unfortunately we have not been able to complete your request for the following reason(s):

- We can confirm that the shares have been transferred in accordance with your instructions and the new share certificate was sent to the beneficiary at the address stated on the submitted transfer form.

You may wish to visit our website www.shareview.co.uk. At this site you will be able to make changes to your personal details as well as access a wide range of shareholder information and forms.

If you have any further queries please call our Shareholder Services helpline on: 0871 384 2932 (overseas holders need to ring +44 121 415 7047). Calls to our 0871 numbers are charged at 8p per minute from a BT landline. Lines are open from 8.30am to 5.30pm, Monday to Friday. When you call, please quote the Shareholder Reference given above.

Yours faithfully,



Sam Halford
Director of Operations