

Shareholder information

Analysis of share register

Ordinary shares

As at 30 March 2013, there were 195,544 holders of ordinary shares whose shareholdings are analysed below.

Range	Number of holdings	Percentage of total shareholders	Number of ordinary shares	Percentage of ordinary shares
1 – 500	98,889	50.57%	19,338,260	1.20%
501 – 1,000	38,611	19.75%	28,865,092	1.79%
1,001 – 2,000	29,835	15.26%	42,861,153	2.66%
2,001 – 5,000	20,015	10.23%	61,545,081	3.81%
5,001 – 10,000	5,201	2.66%	36,001,930	2.23%
10,001 – 100,000	2,427	1.24%	54,969,725	3.41%
100,001 – 1,000,000	385	0.20%	126,882,718	7.86%
1,000,001 – HIGHEST	181	0.09%	1,243,424,233	77.04%
Total	195,544	100%	1,613,888,192	100%

Many private investors hold their shares through nominee companies, therefore the percentage of private holders is much higher than that shown – we estimate approximately 30%.

Holders	Number of holdings	Percentage of total shareholders	Number of ordinary shares	Percentage of ordinary shares
Private	187,711	95.99%	271,377,253	16.82%
Institutional and Corporate	7,833	4.01%	1,342,510,939	83.18%
Total	195,544	100%	1,613,888,192	100%

Managing your shares

The Company's register of shareholders is maintained by our Registrar, Equiniti. Shareholders with queries relating to their shareholding should contact Equiniti directly. Their contact details can be found on the opposite page. Alternatively, shareholders may find the 'Investors' section of our corporate website useful for general queries.

Dividends

Paid in January and July each year. We encourage shareholders to have dividends paid directly into their bank account to ensure efficient payment and cleared funds on the payment date. Those selecting this payment method receive an annual consolidated tax voucher in January, showing both dividend payments in the respective tax year. However, we are able to send separate tax vouchers with each payment, if preferred.

To change how you receive your dividends either log on to shareview.co.uk or contact Equiniti.

Duplicate documents

Around 10,000 shareholders still receive duplicate documentation and split dividend payments due to having more than one account on the share register. If you think you fall into this group and would like to combine your accounts, please contact Equiniti.

If you move house

It is extremely important that you contact Equiniti to inform them of your new address as soon as possible. If you hold 1,500 shares or fewer, and reside in the UK, this can be done quickly over the telephone. However, for holdings greater than 1,500 your instruction will need to be in writing, quoting your full name, shareholder reference number (if known), previous address and new address.

Corporate website

Whether you are interested in learning more about our heritage, our social, environmental and ethical responsibilities, our approach to corporate governance or viewing our latest press releases, the M&S corporate website provides a wealth of information for shareholders.

If you have a general query regarding your shareholding, it can often be worthwhile making the 'Investors' section of our corporate website your first port of call as it contains much of the information that is most frequently requested from our shareholder helpline. Shareholders are also encouraged to sign up to receive emailed news alerts, which include all financial news releases throughout the year. These are not mailed to shareholders. You can access the corporate website at marksandspencer.com/thecompany.

The directors are responsible for the maintenance and integrity of the financial information on our website. This information has been prepared under the relevant accounting standards and legislation.

ShareGift

Do you have a small shareholding which is uneconomical to sell? You may want to consider donating it to ShareGift (Registered charity no. 1052686), a charity that specialises in the donation of small, unwanted shareholdings to good causes. You can find out more by visiting sharegift.org or by calling +44 (0)207 930 3737.

Electronic communication

In recent years, changes in legislation have removed the need for companies to mail endless amounts of paper to shareholders. Instead, companies are turning to the speed, environmental and cost-saving benefits of communicating with their shareholders via the internet. M&S has actively been encouraging shareholders to sign up to this method of communication, as the reduction in printing costs and paper usage make a valuable contribution to our Plan A commitments. It is equally beneficial to shareholders, who can be notified by email whenever we release trading updates for investors to the London Stock Exchange. These are not mailed to shareholders.

Registration is very straightforward through Shareview, the internet based platform provided by Equiniti. For information about how to register, please visit the 'Investors' section of our corporate website.

Capital Gains Tax

For the purpose of Capital Gains Tax, the price of an ordinary share on 31 March 1982 was 153.5p, which when adjusted for the 1 for 1 scrip issue in 1984, gives a figure of 76.75p. Following the capital reorganisation in March 2002, HMRC has confirmed the base cost for CGT purposes was 372.35p (81.43%) for an ordinary share and 68.75p (18.75%) for a B share.

AGM 2013

This year's AGM will be held at Wembley Stadium, Wembley, London HA9 0WS on Tuesday 9 July 2013. The meeting will start at 11am and registration will be available from 9.30am.

Shareholder security

An increasing number shareholders have been contacting us to report unsolicited and suspicious phone calls that they have received from 'brokers' offering to buy their shares at a price far in excess of their market value. We believe this may be a scam, commonly referred to as a 'boiler room'. The callers obtain your details from publicly available sources of information, including the Company Share Register, and are extremely persistent and persuasive.

Shareholders are cautioned to be very wary of any unsolicited advice, offers to buy shares at a discount, sell your shares at a premium or requests to complete confidentiality agreements with the callers. **Remember, if it sounds too good to be true, it probably is!**

More detailed information and guidance is available on the 'Investors' section of our corporate website. An overview of common current scams is available on the Action Fraud website www.actionfraud.police.uk

American Depository Receipts (ADRs)

The Company has a Level 1 ADR program. This enables US investors to purchase Marks & Spencer American Depository Shares (ADS) in US dollars 'over the counter'. The Company has chosen to have the ADRs quoted on the OTC market's highest tier, International PremierQX.

For information on OTCQX go to otcqx.com

For Deutsche Bank email: DB@amstock.com

ADR website: adr.db.com

Toll free callers within the US: 1 866 249 2593

For those calling outside the US: +1 (718) 921 8137

Key dates

29 May 2013	Ex-dividend date – Final dividend
31 May 2013	Record date to be eligible for the final dividend
9 July 2013*	Results – Quarter 1 Interim Management Statement†
9 July 2013	Annual General Meeting (11 am)
12 July 2013	Final dividend payment date for the year to 30 March 2013
November 2013*	Results – Half Year†
13 November 2013*	Ex-dividend date – Interim dividend
15 November 2013*	Record date to be eligible for the interim dividend
January 2014*	Results – Quarter 3 Interim Management Statement†
10 January 2014*	Interim dividend payment date

† Those registered for electronic communication or news alerts at marksandspencer.com/thecompany will receive notification by email when this is available.

* provisional dates.

How to get in touch

Registered office and Head Office

Waterside House, 35 North Wharf Road,
London W2 1NW
Telephone +44 (0)20 7935 4422
Registered in England and Wales (no. 4256886)

Registrars

Equiniti Limited,
Aspect House, Spencer Road, Lancing,
West Sussex BN99 6DA
United Kingdom
Telephone 0845 609 0810
and outside the UK +44 (0) 121 415 7071
Online: help.shareview.co.uk
From here, you will be able to securely email Equiniti with your enquiry.

Group Secretary and Head of Corporate Governance

Amanda Mellor

Additional documents

For both the Annual Report or Annual Review go to marksandspencer.com/thecompany

Alternatively, call 0800 591 697

Please note, students are advised to source information from our website.

Contact us

email us at chairman@marks-and-spencer.com

Customer queries: 0845 302 1234

Shareholder queries: 0845 609 0810