

26 August 2010

Dear Shareholder,

### Important information regarding communications with shareholders

New provisions have come into force within the Companies Act 2006, regarding the way that a company is permitted to communicate with its shareholders. At the Company's Annual General Meeting to be held on 22 September 2010, the company is seeking shareholder approval to allow the company to use its website to publish statutory documents and communications to shareholders, such as the Annual Report and Accounts.

Therefore, in future, the AGM Notice of Meetings and the Annual Report and Accounts will be published on the Company website at [www.touchstone.co.uk](http://www.touchstone.co.uk) in the Investors section. Reducing the number of communications sent by post will not only result in cost savings to the company but will also reduce the impact that the printing and distribution of reports has on the environment.

In addition to passing a resolution to sanction this website publication, company law requires that shareholders are individually asked to consent to this method of publication and this is the purpose of this letter.

Please note that if you consent to website publication, you will continue to be notified each time that Touchstone Group places a statutory communication on this website.

**If you wish to consent to website publication, you do not need to take any action in response to this letter.** Please note that you will be able to change your mind in future if you wish to revert to receiving hard copies via post.

**If you wish to continue to receive hard copies of these communications by post, you must return the reply slip attached to the bottom of this to our Registrars by post or by handing it to the Registrars at the AGM.** If you do not return this slip by 21 September 2010, we will assume that you have consented to website publication of these documents and you will no longer receive hard copies in the post, assuming the resolution is passed at the AGM on 22 September 2010.

Finally, may I take this opportunity to inform you of the services that are available to shareholders via the Registrar's website (<https://www.capitashareportal.com>). These include access to your shareholding and dividend history and the ability to amend your dividend mandate details and address online. If you require assistance while using the Registrar's website, please telephone Capita on 0871 664 0391 (calls cost 10p per minute plus network extras, lines are open 9am - 5.30pm Mon - Fri). If dialling from overseas please call + 44 20 8639 3367.

**David Birch**  
Company Secretary

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### I wish to continue to receive paper copies of communications from Touchstone Group

Investor Code (if known):

**Please complete your name and address below**

Full name of Shareholder(s) (in block capitals):

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Full Address of Shareholder (in block capitals):

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Signature of Shareholder(s):

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Date:

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Return to:

FREEPOST RLYX-GZTU-KRRG  
Capita Registrars  
Shareholder Administration Support  
34 Beckenham Road  
Beckenham  
Kent BR3 9ZA