

Investor and Shareholder Information

Registrar

The Company's registrar is Lloyds TSB Registrars. They maintain our register of members and make the payment of dividends to our shareholders. Their address is:

Lloyds TSB Registrars, The Causeway, Worthing, West Sussex, BN99 6DA, UK
T +44 (0)870 600 3970
F +44 (0)870 600 3980

The Lloyds TSB Registrars shareholder website is at www.shareview.co.uk (the "shareview website").

Shares in issue

At 31 December 2002 there were 434,862,837 Serco Group plc Ordinary 2p Shares in issue.

Dividend mandate

Dividends can be paid directly into shareholders' bank or building society accounts. If you want to take advantage of this facility, please complete the dividend mandate form attached to your dividend cheque, or contact our registrar by post or by fax.

The form is also available by visiting the shareview website.

Dividend re-investment plan

The Serco dividend re-investment plan ("DRIP") gives shareholders the chance to re-invest their dividends in Serco Group plc shares instead of receiving cash.

If you participate in the scheme, your cash dividend will be paid directly to the registrar. The administrator will calculate the number of shares to which you are entitled and buy them on the stock market. Participants' share purchases are aggregated, so the dealing costs are relatively low; shares are then distributed to the participants.

To register, you simply have to complete a form and send it to our registrar. For further information about the DRIP please contact the registrar directly or look under the home page section on the shareview website.

Investor and Shareholder Information (continued)**Electronic mailing**

Where the law allows, you can now choose not to receive a paper copy of the documentation we send out. Instead we can send you an email notification every time a new shareholder document is posted on our site. This will include annual and interim reports and other shareholder communications. You can then view the document(s) on our website at www.serco.com.

To receive documents electronically you will need to register online with our registrar on its shareview website. This is a secure, straight forward online service operated free of charge by Lloyds TSB.

Postal share dealing services

Serco has arranged with Cazenove & Co Ltd a simple, low-cost method of buying and selling its shares by post, where shares are bought and sold on the day Cazenove receives instructions by post. For a dealing form, please contact the postal dealing department at Cazenove.

Cazenove & Co Ltd, 12 Tokenhouse Yard, London, EC2R 7AN, UK
T +44 (0)20 7606 1768

The terms and conditions for this service are found on the last page of the form.

Unsolicited mail

We are legally obliged, whenever requested, to provide copies of our shareholder register to any third parties, so from time to time you may receive unsolicited mail. You can limit the amount of unsolicited mail you receive by contacting:

The Mailing Preference Service, Freepost 22, London, W1E 7EZ, UK

Change of registered office

On 7 May 2003 the registered office will move to:

Serco House, 16 Bartley Wood Business Park, Bartley Way, Hook, Hampshire, RG27 9UY, UK