



Important Notice
The Depository Trust Company

B #:	13460-20
Date:	August 6, 2020
To:	All Participants
Category:	Dividends
From:	International Services
Attention:	Operations, Reorg & Dividend Managers, Partners & Cashiers
Subject:	<u>Tax Relief</u> - Country: Netherlands <u>Security:</u> Royal Dutch Shell PLC – “A” Shares <u>CUSIP:</u> 780259206 <u>Record Date:</u> 08/14/2020 <u>Payable Date:</u> 09/21/2020 <u>CA-Web Cut-Off Date:</u> 08/21/2020 8:00 PM ET <u>Quick Refund Open Date:</u> Immediately following DR Payable Date <u>Quick Refund Cut-off Date:</u> 10/16/2020 8:00 PM ET

Participants can use DTC’s Corporate Actions Web (CA Web) service to certify all or a portion of their position entitled to the applicable withholding tax rate. Participants are urged to consult TaxInfo respectively before certifying their instructions over the CA Web.

Important: Prior to certifying tax withholding instructions, participants are urged to read, understand and comply with the information in the Legal Conditions category found on TaxInfo on the CA Web.

Questions regarding this Important Notice may be directed to GlobeTax 212-747-9100.

Important Legal Information: *The Depository Trust Company (“DTC”) does not represent or warrant the accuracy, adequacy, timeliness, completeness or fitness for any particular purpose of the information contained in this communication, which is based in part on information obtained from third parties and not independently verified by DTC and which is provided as is. The information contained in this communication is not intended to be a substitute for obtaining tax advice from an appropriate professional advisor. In providing this communication, DTC shall not be liable for (1) any loss resulting directly or indirectly from mistakes, errors, omissions, interruptions, delays or defects in such communication, unless caused directly by gross negligence or willful misconduct on the part of DTC, and (2) any special, consequential, exemplary, incidental or punitive damages.*

To ensure compliance with Internal Revenue Service Circular 230, you are hereby notified that: (a) any discussion of federal tax issues contained or referred to herein is not intended or written to be used, and cannot be used, for the purpose of avoiding penalties that may be imposed under the Internal Revenue Code; and (b) as a matter of policy, DTC does not provide tax, legal or accounting advice and accordingly, you should consult your own tax, legal and accounting advisor before engaging in any transaction.

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ROYAL DUTCH SHELL PLC – “A” SHARES has announced a cash dividend. JPMorgan Chase Bank, N.A. acts as the Depository for the company’s Depository Receipt (“DR”) program.

A participant can use DTC’s Corporate Actions Web (“CA Web”) instructions tab to certify that all or a portion of his/her position is subject to the applicable withholding tax rate. Use of these instruction methods will permit entitlement amounts to be paid through DTC. By making submissions of such certification, the submitter represents and warrants that it has the required authority to make; that the party for which the submission is made is eligible therefor, and that the submitter will indemnify, as applicable, Globe Tax Services, Inc., the relevant Depository custodian, and any other person acting, directly or indirectly, in reliance thereon, including for any loss, liability or expense which may arise in connection with any such representation and submission, including for any inaccuracy therein.

On DR pay date, all U.S. Pensions and IRAs will have the opportunity to receive their full treaty benefits as outlined in the “ELIGIBILITY MATRIX – RELIEF AT SOURCE”. All non-U.S. holders and uncertified holders will receive this dividend net of the full Dutch statutory withholding tax of 15% with the possibility to reclaim as outlined in the “ELIGIBILITY MATRIX – QUICK REFUND/LONG FORM”.

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DIVIDEND EVENT DETAILS	
COUNTRY OF ISSUANCE	NETHERLANDS
ISSUE	ROYAL DUTCH SHELL PLC – “A” SHARES
CUSIP#	780259206
UNDERLYING ISIN	GB00B03MLX29
DEPOSITARY	JPMORGAN CHASE BANK, N.A.
DR RECORD DATE	AUGUST 14, 2020
ORD PAY DATE	SEPTEMBER 21, 2020
DR PAY DATE	SEPTEMBER 21, 2020
RATIO (DR to ORD)	1 DR : 2 ORD
ORD RATE	\$0.16*
STATUTORY WITHHOLDING RATE	15%
	DOUBLE CLICK ICON BELOW TO DOWNLOAD 

****PLEASE NOTE AN IMPORTANT UPDATE IN THIS BOX****

***THE OFFICIAL EURO RATE EQUIVALENT HAS YET TO BE ANNOUNCED.**

VALID SCANS OF DOCUMENTATION MUST BE SENT TO DUTCHESP@GLOBETAX.COM BY AUGUST 21, 2020 5PM

****IMPORTANT UPDATE****

GIVEN THE EXTRAORDINARY CIRCUMSTANCES DUE TO COVID-19, IF YOU ARE UNABLE TO PROVIDE THE PHYSICAL DOCUMENTATION, COLOR COPY SCANS CAN BE USED AS A PLACE HOLDER WITH ORIGINALS AVAILABLE UPON REQUEST. HOWEVER PLEASE STILL SUBMIT PHYSICAL DOCUMENTATION TO GLOBETAX AS YOU ARE ABLE.

QUICK REFUND CHANGES

BENEFICIARIES CONSIDERED ELIGIBLE ARE THOSE WITH AN ASSIGNED DUTCH TAX ID #S AT THE TIME OF ESP SUBMISSION. UPON QUICK REFUND SUBMISSION, ESP WILL ADVISE BROKERS WHICH BENEFICIARIES WILL BE FILED VIA QUICK REFUND AND WHICH WILL BE MOVED TO LONG FORM. A 5,000 DR SHARE MINIMUM **NO LONGER** APPLIES AS OF JULY 2019. ANY SHARE QUANTITY MAY PARTAKE IN THE FILING PROCESS.

BROKERS SHOULD MAKE OR REVISE THEIR CA WEB ELECTION BY THE CA WEB QUICK REFUND DEADLINE TO REFLECT THE CONFIRMED ESP QUICK REFUND SUBMISSION. THE CA WEB QUICK REFUND DEADLINE WILL BE THE ESP QUICK REFUND DEADLINE + 1 WEEK.

FEES & DEADLINES

FILING METHOD	BATCH	PAYMENT METHOD	TAX RELIEF FEE	MINIMUM FEE PER BENEFICIAL OWNER	FINAL SUBMISSION DEADLINE (ESP, CA WEB, & DOCUMENTATION)
RELIEF AT SOURCE	PAYMENT ON DR PAY DATE	DTC	UP TO \$0.0075 PER DR	\$0	CA WEB/ESP ELECTION DEADLINE: AUGUST 21, 2020 8:00 P.M. EST
					DOCUMENTATION DEADLINE: AUGUST 25, 2020 5:00 P.M. EST
QUICK REFUND	PRIMARY BATCH	DTC	UP TO \$0.008 PER DR	\$0	ESP ELECTION DEADLINE: OCTOBER 9, 2020 8:00 P.M. EST
					CA WEB ELECTION DEADLINE: OCTOBER 16, 2020 8:00 P.M. EST
LONG FORM	POST-CA WEB PROCESS; ONGOING	CHECK OR ACH	UP TO \$0.008 PER DR	\$25	OCTOBER 31, 2025 8:00 P.M. EST

Indemnification

The undersigned hereby indemnifies J.P. Morgan Chase Bank, N.A. (“J.P. Morgan”), and its affiliates, agents, directors or employees acting in their capacities as such (each an “Indemnified Party”), for any losses or liabilities suffered by an Indemnified Party on account of (i) a failure to secure a refund; or (ii) funds erroneously received by J.P. Morgan or the undersigned or their clients; or (iii) funds claimed as a refund by J.P. Morgan or the undersigned or their clients, including any tax charges, penalties, interests that is or becomes payable by an Indemnified Party in respect thereon, (iv) funds claimed by any statutory or government authority or administrative department or tax authority as charges, penalties, interests or otherwise in respect of a tax reclaim by the undersigned, and agree that such amounts shall be promptly remitted by the undersigned to J. P. Morgan on request. This indemnity shall survive any termination of the letter.

For the avoidance of doubt and notwithstanding the above, J. P. Morgan shall be entitled to require a prompt remittance by the undersigned of any amounts claimed by any statutory or government authority or administrative department or tax authority as charges, penalties, interests or otherwise in respect of a tax reclaim by the undersigned. J.P. Morgan is not liable for failure to secure a refund or for any charges, penalties, interests or otherwise payable or paid in respect of a tax reclaim by the undersigned. Any funds erroneously claimed or received shall be immediately returned to J.P. Morgan, including any interest, additions to tax or penalties or charges in respect thereon. Nothing herein constitutes tax advice. Please consult your tax advisor prior to engaging our services.

ELIGIBILITY MATRIX – RELIEF AT SOURCE

RATE DESCRIPTION	RECLAIM RATE	ELIGIBLE RESIDENTS	DOCUMENTATION REQUIRED	SIGNATURE REQUIRED
EXEMPT - 0%	15%	U.S. ARTICLE 35 - PENSIONS and IRAs under 401(a), 401(k), 457(b), 403(b), 408, 408(a)	<ol style="list-style-type: none"> 1. APPENDIX A 2. ORIGINAL 2020 TAX YEAR 6166 	<ol style="list-style-type: none"> 1. YES – DTC PARTICIPANT 2. N/A

*NOTE: All documents listed in [BLUE font](#) are generated by GlobeTax's ESP website after submission of beneficial owner data

PARTICIPATING IN RELIEF AT SOURCE IS WHOLLY VOLUNTARY AND DISCRETIONARY, HOWEVER, IT IS THE ONLY WAY TO OBTAIN THE REDUCED WITHHOLDING TAX RATE ON THE PAYABLE DATE.

ELIGIBILITY MATRIX – QUICK REFUND/LONG FORM

RATE DESCRIPTION	RECLAIM RATE	ELIGIBLE RESIDENTS	DOCUMENTATION REQUIRED	SIGNATURE REQUIRED
UNFAVORABLE 15%	0%	NON-TREATY COUNTRIES	1. NONE	1. N/A
FAVORABLE 10%**	5%	AZERBAIJAN, BAHRAIN, CHINA, CZECH REPUBLIC, GHANA, HONG KONG, INDIA, INDONESIA (PENSIONS ONLY), JAPAN, KUWAIT, OMAN, PORTUGAL, QATAR, SAUDI ARABIA, SLOVAK REPUBLIC, SOUTH AFRICA, TAIWAN, UNITED ARAB EMIRATES, UNITED KINGDOM, VENEZUELA	1. ESP SUBMISSION OR COVER LETTER (EXHIBIT A) 2. CERTIFICATE OF RESIDENCY (COR)^	1. YES – DTC PARTICIPANT 2. N/A
FAVORABLE 5%**	10%	PENSION FUNDS RESIDENT IN ETHIOPIA AND ZAMBIA	1. ESP SUBMISSION OR COVER LETTER (EXHIBIT A) 2. CERTIFICATE OF RESIDENCY (COR)^	1. YES – DTC PARTICIPANT 2. N/A
EXEMPT 0%	15%	U.S. ARTICLE 36 - CHARITIES under 501(c)(3), 509(a)(1), 509(a)(2), 509(a)(3), 17-(b)	1. ESP SUBMISSION OR COVER LETTER (EXHIBIT A)	1. YES – DTC PARTICIPANT
EXEMPT 0%	15%	U.S. ARTICLE 35 - PENSIONS and IRAs under 401(a), 401(k), 457(b), 403(b), 408, 408(a)	1. ESP SUBMISSION OR COVER LETTER (EXHIBIT A)	1. YES – DTC PARTICIPANT
EXEMPT 0% (FOREIGN TAX EXEMPT)	15%	ANY ENTITY DOMICILED IN A COUNTRY IN WHICH IT IS NOT SUBJECT TO TAX ON PROFITS, AS LONG AS THAT STATE HAS AN EXCHANGE OF TAX INFORMATION AGREEMENT IN PLACE WITH THE NETHERLANDS, & THAT ENTITY WOULD NOT BE SUBJECT TO PROFITS TAX IN THE NETHERLANDS IF IT WERE BASED THEREIN.	1. ESP SUBMISSION OR COVER LETTER (EXHIBIT A) 2. CERTIFICATE OF RESIDENCY (COR)^ 3. ARTICLES OF ASSOCIATION, TRUST DEED, ANNUAL ACCOUNT, AND/OR PENSION PLAN^	1. YES – DTC PARTICIPANT 2. N/A 3. N/A

*NOTE: All documents listed in **BLUE font** are generated by GlobeTax's ESP website after submission of beneficial owner data

**Please note this rate is not eligible for Quick Refund and can only be submitted via the Long Form process

^NOTE: These documents are to be **kept on file** in case of DTA request. They are not required to be sent to GlobeTax upon ESP submission or filing. GlobeTax will request these documents from you if they are requested by the DTA. Scans will suffice. COR is valid within 2 years from tax year.

DESCRIPTION OF VARIOUS DOCUMENTATION	
DOCUMENT NAME	DESCRIPTION
APPENDIX A (COVER LETTER)	A listing of the beneficial owner's details, taxpayer ID numbers, number of DRs, and entity type (charity or pension). The cover letter is provided to JPMorgan Chase Bank, N.A. by the participant, either through ESP submission or through traditional hard copy reclaim cover letter.
IRS FORM 6166	https://www.irs.gov/individuals/international-taxpayers/form-6166-certification-of-us-tax-residency
ARTICLES OF ASSOCIATION	A document specifying the regulations for the operations of a legal entity. The articles of association define the entity's purpose, organizational structure, and how financial records are maintained.
CERTIFICATE OF RESIDENCY (COR)	Issued by the Beneficial Owner's local tax office, stating the name, taxpayer identification number, and the address of the Beneficial Owner.

CONTACT DETAILS	
PRIMARY CONTACT	DANETTE MOORE
DOMESTIC PHONE (U.S.)	1-800-929-5484
DOMESTIC FAX (U.S.)	1-800-929-9986
INTERNATIONAL PHONE	1-212-747-9100
INTERNATIONAL FAX	1-212-747-0029
GROUP EMAIL	DUTCHESP@GLOBETAX.COM
COMPANY	GLOBETAX SERVICES INC.
STREET ADDRESS	ONE NEW YORK PLAZA, 34 TH FLOOR
CITY/STATE/ZIP	NEW YORK, NY 10004
ADDITIONAL CONTACTS	JONATHAN RAZZANO JED PUK-SILVERSTEIN



JPMorgan Chase Bank, N.A. offers ESP powered by GlobeTax, an electronic withholding tax submission system. This system allows for the secure and simplified transfer of beneficial owner level data from the Participant to JPMorgan Chase Bank, N.A. creates applicable documentation on the Participants behalf. Submit the data online through the web site below, print out the document on letterhead, sign, and mail to JPMorgan Chase Bank, N.A. / GlobeTax.

These claims should be submitted through the following web site. (Requires a one-time registration)

<https://ESP.GlobeTax.com>

Please contact support@globetax.com at 212-747-9100 if you have any

FREQUENTLY ASKED QUESTIONS (FAQs)

GENERAL QUESTIONS

<p>WILL I RECEIVE A DECLARATION IN LIEU OF DIVIDEND NOTE (“DLD” or “CERT”) FOR MY ARTICLE 35 PENSIONS OR ARTICLE 36 CHARITIES?</p>	<p>NO, ALL DECLARATIONS IN LIEU OF DIVIDEND NOTES ARE MAINTAINED BY THE DEPOSITARY, TO BE RELEASED ONLY UPON WRITTEN REQUEST BY THE PARTICIPANT.</p>
<p>AM I REQUIRED TO FILE THROUGH ESP?</p>	<p>NO, YOU MAY SUBMIT A TRADITIONAL CLAIM THROUGH STANDARD MAIL IF YOU CANNOT SUBMIT CLIENT DATA THROUGH ESP. WE STRONGLY SUGGEST LOGGING IN TO ESP TO DOWNLOAD THE TEMPLATE PROVIDED WHEN PREPARING YOUR CLAIM, REGARDLESS OF YOUR ULTIMATE SUBMISSION METHOD.</p>
<p>IS THERE ANY CASE IN WHICH A U.S. RESIDENT 401(a), 401(K), 457(b), 403(b), IRA, ROTH IRA, EMPLOYEE PENSION PLAN OR SIMPLE RETIREMENT ACCOUNT WOULD NOT QUALIFY FOR TREATY BENEFITS UNDER ARTICLE 35 OF THE TREATY BETWEEN THE U.S. AND THE NETHERLANDS FOR THE AVOIDANCE OF DOUBLE TAXATION?</p>	<p>YES, FOR INSTANCE, THESE ACCOUNT TYPES WILL NOT BE CONSIDERED ELIGIBLE FOR TREATY BENEFITS UNDER ARTICLE 35 OF THE TREATY BETWEEN THE U.S. AND THE NETHERLANDS FOR THE AVOIDANCE OF DOUBLE TAXATION IN ANY TAXABLE YEAR IF LESS THAN 70% OF THE TOTAL AMOUNT OF WITHDRAWALS FROM SUCH U.S. TRUST DURING THAT YEAR IS USED TO PROVIDE PENSION, RETIREMENT OR OTHER EMPLOYEE BENEFITS AS MEANT IN ARTICLE 35 OF THE ABOVE MENTIONED TREATY.</p>
<p>WILL JPMORGAN CHASE BANK, N.A. ACCEPT CLAIMS FILED DIRECTLY TO THEM BY BENEFICIAL OWNERS?</p>	<p>NO, JPMORGAN CHASE BANK, N.A. ONLY ACCEPTS CLAIMS FILED BY THE DTC PARTICIPANT WHO HELD THE SECURITIES THROUGH DTC AND ONLY TO THE EXTENT THAT DTC HAS REPORTED THESE HOLDINGS TO US AS VALID.</p>
<p>IS THERE A POSSIBILITY OF AUDIT BY THE LOCAL TAX AUTHORITY?</p>	<p>YES, THE DTA RESERVES THE RIGHT TO REQUEST FURTHER INFORMATION AND DOCUMENTATION REGARDING SUBMITTED CLAIMS.</p>

QUICK REFUND QUESTIONS

<p>WILL I BE PAID THROUGH DTC FOR CLAIMS SUBMITTED THROUGH THE QUICK REFUND PROCESS?</p>	<p>YES.</p>
<p>DO I NEED TO PHYSICALLY SEND ANY DOCUMENTS TO JPMORGAN CHASE BANK, N.A. IN ORDER TO PARTICIPATE IN THE QUICK REFUND PROCESS?</p>	<p>ARTICLE 35 U.S. PENSION & IRAS AND ARTICLE 36 U.S. CHARITABLE ENTITIES MUST ONLY PROVIDE THE BENEFICIAL OWNER BREAKDOWN VIA ESP.</p> <p>NON-U.S. EXEMPT ENTITIES MUST PROVIDE THE BENEFICIAL OWNER BREAKDOWN VIA ESP AND COR, TRUST DEED, ANNUAL ACCOUNT, AND/OR PENSION PLAN UPON REQUEST.</p> <p>NON-US ENTITIES CLAIMING THE FAVORABLE RATE MUST PROVIDE THE BENEFICIAL OWNER BREAKDOWN VIA ESP AND THE COR UPON REQUEST.</p>

LONG FORM QUESTIONS

WILL I BE PAID THROUGH DTC FOR CLAIMS SUBMITTED THROUGH THE LONG FORM PROCESS?	NO, YOU WILL BE PAID BY CHECK OR ACH.
DO I NEED TO PHYSICALLY SEND ANY DOCUMENTS TO JPMORGAN CHASE BANK, N.A. IN ORDER TO PARTICIPATE IN THE LONG FORM PROCESS?	<p>ARTICLE 35 U.S. PENSION & IRAS AND ARTICLE 36 U.S. CHARITABLE ENTITIES MUST ONLY PROVIDE THE BENEFICIAL OWNER BREAKDOWN VIA ESP.</p> <p>NON-U.S. EXEMPT ENTITIES MUST PROVIDE THE BENEFICIAL OWNER BREAKDOWN VIA ESP AND COR, TRUST DEED, ANNUAL ACCOUNT, AND/OR PENSION PLAN UPON REQUEST.</p> <p>NON-US ENTITIES CLAIMING THE FAVORABLE RATE MUST PROVIDE THE BENEFICIAL OWNER BREAKDOWN VIA ESP AND THE COR UPON REQUEST.</p>
DOES THE LONG FORM PROCESS HAVE A MINIMUM POSITION REQUIREMENT PER BENEFICIAL OWNER? WHAT WILL THE FEE BE IF A BENEFICIAL OWNER'S CLAIM IS FOR LESS THAN \$50?	NO, THERE IS NO MINIMUM POSITION REQUIREMENT PER BENEFICIAL OWNER FOR LONG FORM. RECLAIMS LESS THAN \$50 ARE SUBJECTED TO A SPLIT OF THE RECLAIM FUNDS (50/50).

Warning and Disclaimer:

The information and data contained in this Notice is based on information obtained from multiple sources believed to be reliable. However, JPMorgan Chase Bank, N.A. and its agents do not warrant or guarantee the accuracy or completeness of, nor undertake to update or amend, this information or data. We and our agents expressly disclaim any liability whatsoever for any loss howsoever arising from or in reliance upon any of this information or data. The information contained in this Notice is subject to change, including in the and subject to discretion of third parties, and/or pre-emption or being superseded by local market rules, and practices or actions taken by non-U.S. agents or tax authorities. Deadlines often differ from statutory deadlines. You should file claims as soon as possible, and at least six months prior to the specified deadline.