

**Should you have any queries in relation to your dividend or shareholding, please access your US Investor Center account at [www.computershare.com/crh](http://www.computershare.com/crh) or contact Computershare:**



**By Phone**  
options below

**Within Ireland**  
01 696 8467\*

**Within the UK**  
0370 707 1398\*

**Within USA, US Territories, Canada**  
866-604-6413

**Outside USA, US Territories, Canada**  
+ 1 781-575-2218

*\* Select option 1 to be directed to Computershare US if you are enquiring about your current holdings, account updates or account activity after 25 September 2023. The Computershare US Contact Centre is available between the hours of 8:30 a.m. and 6:00 p.m. Eastern Standard Time (1:30 p.m. to 11:00 p.m. GMT) on Monday to Friday, excluding United States public holidays. Select option 2 to be directed to Computershare Ireland if your query relates to transactions or dividends paid prior to 25 September 2023. You can dial "0" at any time to speak to a customer service representative. Any calls redirected from Ireland or the UK to the US will be charged at local rates.*



**By Email**  
[web.queries@computershare.com](mailto:web.queries@computershare.com)

## General Queries

### How can I sell my shares?

If you wish to sell your CRH shares you will need to do so through a regulated stockbroker.

You should contact your independent financial advisor with any queries in relation to your specific circumstances.

### How can I transfer my shares?

A specific stock transfer form and a Medallion Signature Guarantee will be required in order for you to transfer your Ordinary Shares from your account on the Register of Members to another shareholder on the Register of Members or to a broker holding Ordinary Shares within the US settlement system (DTC).

A copy of the required stock transfer form can be found at [www.computershare.com/crh](http://www.computershare.com/crh), together with instructions on how to complete the form.

### What is a Medallion Signature Guarantee ("MS Guarantee")?

A MS Guarantee will be required in order for you to transfer your Ordinary Shares from your account on the CRH Register of Members to another account on the Register of Members or into an account, for example a broker account, in the US settlement system (DTC). A MS Guarantee is a fraud prevention measure and is a special stamp that is used on a transfer form when a person transfers US listed securities.

A number of broker firms can arrange MS Guarantees. If your broker cannot arrange MS Guarantees, or you would prefer to arrange the MS Guarantee yourself, a non-exhaustive list of MS Guarantee providers is available on the Computershare website, [www.computershare.com/us/what-is-a-medallion-guarantee](http://www.computershare.com/us/what-is-a-medallion-guarantee).

If you have any further queries on MS Guarantees you should discuss the requirements with your broker or your financial adviser.

### Is my shareholding subject to US estate tax?

CRH plc is an Irish incorporated and tax resident entity and its shares are Irish situate assets for US inheritance tax purposes. The NYSE listing did not introduce any new or additional requirements for a US grant of probate on death. Please also see Part III - Summary of the Tax Consequences of the Transaction - of the circular issued to shareholders on 9 May 2023, which is available on the CRH website.

You should contact your independent financial advisor with any queries in relation to your specific circumstances.

## Important information regarding your CRH plc Dividend Payments

### Managing Your CRH Shareholding

The purpose of this leaflet is to summarize the actions you may need to take in relation to the management of your holding of shares in CRH plc, particularly if:

- You have not yet registered for the Computershare US Investor Center service;
- US backup withholding tax of 24% has been applied to and deducted from your dividend payment; or
- You have received a US Dollar denominated dividend cheque and would prefer to receive this in euro (or an alternative currency) and / or have your dividends paid direct to your bank account.

Actions and the answers to frequently asked questions in respect of each of the above points are set out in this leaflet. Further details are available on the Computershare US website or via a dedicated helpline, as set out on page 2 of this leaflet.

### Future Dividends

Should you wish to ensure that future dividends are not subject to US backup withholding tax of 24% and / or that it is paid in euro direct to your bank account, you should complete the actions outlined on pages 4 and 5 of the leaflet, if you have not already done so, by the record date for the relevant dividend. The record and payment dates for each dividend are made available on the CRH website.

## Registering for the Computershare US Investor Center

The US Investor Center service is a secure, convenient online tool through which you can view your account details, manage your registered address, your email address and your communication preferences. You can also manage your tax certifications and dividend preferences (see separate information panels on this leaflet for further details on these topics).

To register for the US Investor Center service you will need your Holder Account Number (HAN), which is available on the enclosed dividend payment advice and on the Statement of Holding that was issued to you on 27 September 2023. With your HAN, you should go to the US Investor Center at [www.computershare.com/crh](http://www.computershare.com/crh) and complete the following steps:

- select the "Register Now" link, which will direct you to an online registration form, enter CRH plc under the Company name, enter your HAN and follow the online instructions.
- once you have registered, for security purposes, if you are a non-US shareholder, you will be emailed an authentication code to finalise and activate your account within 48 hours.\*
- if you are a US resident holder, you can complete the "Knowledge Based Authentication" questions to activate and gain access to your Computershare account.

### Frequently Asked Questions

**Q: I have lost / mislaid my HAN, what do I do?**

**A:** Your HAN is available on the dividend payment advice enclosed with this leaflet. If you have lost / mislaid your HAN, you should contact Computershare US using the contact details on page 2 of this leaflet.

**Q: I have registered for the US Investor Center but I cannot access my account. What do I do?**

**A:** You cannot access your account until you receive your activation code. If you have received your activation code and still cannot login please contact Computershare US using the contact information on page 2 of this leaflet.

\* Activation codes are currently simultaneously issued by post and email. The facility of issuing codes via email will cease with effect from 31 December 2023, after which authentication codes will only be issued by post.

## US Back Up Withholding Tax

Computershare US is required under applicable US regulations to apply US backup withholding tax on dividend payments, unless a US tax certification known as a W-8 for non-US shareholders, or a W-9 for US shareholders, is completed and returned to Computershare US.

**To be effective for a dividend the US tax certification must be received and registered by Computershare US by the record date for that dividend.**

### Frequently Asked Questions

**Q: How can I tell if my US tax certification has been registered?**

**A:** If US Backup Withholding Tax of 24% has been applied to your dividend payment and a US tax certification form known as a W-8 for non-US shareholders, or a W-9 for US shareholders, is included with your dividend payment, you are not certified for US tax purposes.

**Q: How do I reclaim US Backup Withholding Tax deducted from my dividend?**

**A:** Information on obtaining a refund is available from the US Internal Revenue Service at [www.irs.gov](http://www.irs.gov). Refund requests are made using a form 1040-NR (U.S. Non-resident Alien Income Tax Return).

**Q: How do I ensure that this is not deducted from future dividend payments?**

**A:** To ensure that US backup withholding tax is not applied to future dividend payments, you need to complete the required US tax certification. The US tax certification can be completed in two ways:

- 1) **Online** – once you are logged in to the US Investor Center service, select "View and update your profile", then "Tax Details" and complete the online form; or
- 2) **By post** - by completing and returning the enclosed form in the envelope provided.\*\*

NOTE: Tax certifications need to be refreshed periodically. Computershare US will advise you when your certification is due to expire.

\*\* If a form is not enclosed, your account is certified for US tax purposes.

## Dividend Payment Preferences

In order to receive dividend payments direct to your bank account and/or in the currency of your choosing, you need to register for the International Currency Exchange ("ICE") service offered by Computershare US.

You can register for ICE in one of two ways:

- 1) **Online** - once you are logged in to the US Investor Center, select "View and update your profile", then "Banking Details" and complete the online form. Please see the section entitled "Registering for the US Investor Center" for further information on how to register; **or**
- 2) **By post**, by completing and returning the enclosed ICE registration form in the pre-paid envelope provided.

### Frequently Asked Questions

**Q: I have received a US Dollar cheque. How do I replace this with a payment into my bank account in my local currency, instead of lodging the US Dollar cheque with my bank?**

**A:** You can have uncashed US Dollar cheques cancelled and the relevant funds sent direct to your bank account in one of two ways:

- 1) **By post** - if you register for the ICE service by post you can put a check mark at "Step 5" in the form, which will authorize Computershare US to cancel your cheque and send the relevant funds to you electronically to your nominated bank account in the currency you have elected; or
- 2) **By phone** - once you have registered for the ICE service, either online or by completing the enclosed forms, you can call Computershare US at the numbers listed on page 2 of this leaflet to request your US Dollar cheque be replaced with your elected currency.