

Infoserve Group plc

(the "Company")

Electronic Communications

This document is important and requires your immediate attention. If you are in any doubt as to what action you should take, you are recommended to seek your own financial advice from your stockbroker or other independent adviser authorised under the Financial Services and Markets Act 2000.

22 June 2010

Dear Shareholder

Important information regarding communications with shareholders

During January 2007, new provisions within the Companies Act 2006 came into force regarding the ways that a company is permitted to communicate with its shareholders. At the Company's Annual General Meeting held on 17 September 2009, shareholders passed resolutions to allow the Company to use its website to publish statutory documents and communications to shareholders, such as the Annual Report and Accounts, as its default method of publication and also to allow the Company to communicate with its shareholders by email or other electronic form.

Therefore, in future, AGM Notice of Meetings, Annual Report & Accounts etc, will be published on the Company website at www.infoservegroup.com. Reducing the number of communications sent by post will not only result in cost savings to the Company but also reduce the impact that the unnecessary printing and distribution of such 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; 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 Infoserve Group plc places a statutory communication on this website. This notification will be sent to you by post. However, you may also elect to receive these notifications by email.

In order to access the documents and information on the website and by email, you will need Adobe Acrobat reader. This can be downloaded free from the Adobe website at <http://www.adobe.com/downloads/>

If the Company is required to restrict the sending of any documents or information to any shareholders within the European Economic Area (EEA), for example due to the local laws of the EEA country in which the particular shareholders are resident or otherwise located, we will not be permitted to use electronic means to communicate with any shareholders holding shares of the same class as those shareholders within the EEA. In any such case, we will send you hard copies of the documents or information.

Please note that there may be particular circumstances in which the Company needs to send documents or information to you in hard copy by post rather than by the Company's website or by email, in which case the Company reserves the right to do so.

Actions to be taken in response to this letter

a) Website publication

If you wish to consent to website publication, you do not need to take any action in response to this part of the letter.

If you wish to continue to receive hard copies of the documents made available on the website, you must return the reply slip attached to the bottom of this letter to our Company Secretary at the Company's registered office. **If you do not return this slip within 28 days from the date of this letter, we will assume that you have consented to website publication of these documents and you will no longer receive hard copies in the post.**

b) Notifications that documents are available on the website

If you wish to receive these notifications by post, you do not need to take any action in response to this part of the letter.

If you would prefer to receive these notifications via email then you can register your email address by sending it to mike.deakin@infoserve.com or complete the reply slip attached to the bottom of the letter.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Mike Deakin', written in a cursive style.

Mike Deakin
Company Secretary
Infoserve Group plc

Please complete either A or B below as required:

a) Website publication

If you would prefer to continue receiving all documents in hard copy form in the post rather than via the Company's website please complete the details below:

Name:

Address:

Signed/ date:

b) Notification that documents are available on the website:

You can be notified when new documents are available on the Company's website via email or post.

i) Email notifications: If you would like to receive email notification when new documents are available on the Company's website, please register for electronic communication:

a. mike.deakin@infoserve.com

b. Or by completing the details below:

Email Address:

Name:

Address:

Signed/ date:

ii) Postal notifications: If you would like to receive notifications via post when new documents are available on the Company's website then you need take no further action.

Please return to: Mike Deakin
Company Secretary
Infoserve Group plc
South Side Aviation
Leeds Bradford International Airport
Leeds
LS19 7UG