

**BHP Billiton Shareholders, Plc and Ltd**  
**6 December 2002**

<b>Q</b>	<b>Why is BHP Billiton moving away from an internal service provision of Share Registry services when it has worked so well for a long time?</b>
<b>A</b>	It's true that BHP Billiton Share Department has provided a very good service. The company has now moved to a global platform and with that there is a need for a worldwide integrated service for our Share Registry. The same high quality service will remain under the new service delivered by Computershare.
<b>Q</b>	<b>How will the change in Registrar affect me?</b>
<b>A</b>	The change in Registrar will have no effect on your shareholding, only on how it is managed. Initially – in December 2002 and January 2003 – there will be no change. From 3 February 2003, there will be a new telephone number to call with any queries on your shareholding.  If you are a Plc shareholder and click on "BHP Billiton Plc Share Registrar" in the Shareholder Services section of the Investor Centre you will be directed to Computershare's web-site rather than to Lloyds'. If you are a Ltd shareholder (copy tbc).
<b>Q</b>	<b>Who do I contact now if I have a query about my shareholding?</b>
<b>A</b>	No changes will occur straight away. Shareholders should continue to contact existing providers on the same numbers. When transition arrangements for all jurisdictions become effective, all shareholders will be notified of any changes in contact details.
<b>Q</b>	<b>Does this mean I need to return my share certificates for cancellation and reissue?</b>
<b>A</b>	No. Your certificate represents the number of shares you hold either in Limited or Plc. It was issued by the Company and remains valid.
<b>Q</b>	<b>What prompted the change in Registrar and what benefit does it bring for shareholders?</b>
<b>A</b>	Previously, the registry services for both Limited and Plc were provided for in a number of different ways, with the Limited register being managed internally. As a global Group, BHP Billiton wanted to appoint a single service provider and technology platform that could look after all of the Group's shareholders wherever they were in the world and whether they held their shares in Limited or Plc.  By the creation of such a Global Share Registry Service you will now be able, whether you hold shares in Plc and/or Limited, to gain access to information on all of your Group holdings through one source.
<b>Q</b>	<b>How did you choose Computershare?</b>
<b>A</b>	An extensive tender and evaluation process was carried out resulting in Computershare being identified as the organisation best able to provide a Global Share Registry Service for the Group.
<b>Q</b>	<b>Does this mean that the Plc and Limited share structures have been combined?</b>
<b>A</b>	No. The two legal entities will remain separate and retain separate registers ie

if you have shares in Plc you will continue to hold shares in that Company and vice versa. Plc shares are not interchangeable with Limited shares. The registers will however be maintained by one provider so creating a more efficient and global service to our shareholders.

If you hold shares in both Limited and Plc these will now be administered by one provider rather than a number. Your shareholdings will therefore all be accessible via Computershare.