



Ernst & Young LLP
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Connaught St Michaels Limited - 854 586

Companies as per the attached schedule
The Directors
The Capita Group Plc
Dean Bradley House
52 Horseferry Road
London
SW1P 2AF

29 March 2011

Direct line 020 7951 1155

Email pgordon@uk.ey.com

Dear Sirs

In accordance with section 516 of the Companies Act 2006, we write to notify you of our resignation as auditors of the companies in the attached Schedule of Companies ("the companies") This resignation takes effect from the date on which you receive this letter

In accordance with section 519(2) of that Act, we confirm that there are no circumstances connected with our resignation which we consider should be brought to the attention of the members or creditors of the companies

We draw your attention to the fact that the companies have their own statutory obligations where we have ceased to hold office (as detailed, in particular, in Sections 517, 520 and 523 of the Act), including, depending on the circumstances, the requirement to notify the appropriate audit authority if we cease to hold office before the end of our term of office as auditors Further guidance on this notification has been issued by the appropriate audit authorities - the Professional Oversight Board (POB) and the Institute of Chartered Accountants in England and Wales (ICAEW) and can be found on <http://www.frc.org.uk/pob/regulation/companies.cfm> and <http://www.icaew.com/index.cfm?route=155861> respectively

If you have any questions on your legal obligations we recommend that you seek legal advice.

Yours faithfully

Ernst & Young LLP

Ernst & Young LLP
United Kingdom

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INVESTOR IN PEOPLE

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