

Supplementary Chairman's Letter to Shareholders

THIS DOCUMENT IS IMPORTANT AND REQUIRES YOUR IMMEDIATE ATTENTION

If you are in any doubt about the contents of this document or the actions you should take, you should seek your own advice immediately from a stockbroker, solicitor, accountant or other appropriate independent professional adviser duly authorised under the Financial Services and Markets Act 2000, or if you are not resident in the UK, from another appropriately authorised professional adviser in your own jurisdiction.

If you have sold or otherwise transferred all your National Express Group PLC shares, please forward this document, together with the accompanying documents (but not the personalised Form of Proxy), immediately to the purchaser or transferee or to the stockbroker, bank or other agent through whom the sale or transfer was effected, for delivery to the purchaser or transferee.

18 April 2019

Dear fellow Shareholder

Additional resolution to be proposed at the 2019 Annual General Meeting

You will have recently received a Notice of Annual General Meeting of the Company to be held in the Horton Suite at the Burlington Hotel, 426 New Street, Birmingham B2 4JQ at 2.00pm on Thursday 9 May 2019 ("**AGM**" or "**Meeting**"). I am writing to you now with notice of an additional resolution to be proposed at the AGM. **The date and time of the Meeting has not changed.**

Additional resolution

The additional resolution relates to the re-election of Jane Kingston, a Non-Executive Director and the Chair of our Remuneration Committee, who, like all Directors, is required to seek re-election at the AGM in accordance with the UK Corporate Governance Code and the Board's own re-election policy. Due to an administrative error, a resolution for Ms Kingston's re-election was not included in the original Notice of AGM. The additional resolution therefore being put forward reads:

"23. To re-elect Jane Kingston as a Director of the Company."

This new resolution will be proposed as an ordinary resolution and is in addition to the resolutions already included in the original Notice of AGM.

The biography of Jane Kingston was included in the letter accompanying the Notice of the Annual General Meeting.

Action to be taken**Voting by post**

A new Form of Proxy (called the Supplementary Form of Proxy) relating to the AGM accompanies this document. If you have not already submitted the original form of proxy you received with the Notice of AGM, please discard that form and use the accompanying Supplementary Form of Proxy instead to submit your votes. If you have already submitted the original form of proxy and wish to vote in respect of the new resolution, please complete and submit the accompanying Supplementary Form of Proxy in respect of all of the resolutions, and not just the additional one; this Supplementary Form of Proxy will then act to revoke and replace your earlier submitted form in its entirety. If you have already voted using the original form of proxy and now do nothing, your original votes as submitted will still count for the resolutions you voted on. You are asked to complete, sign and date the Supplementary Form of Proxy in accordance with the instructions printed on it and return it as soon as possible and, in any event, so as to be received by the Company's registrars, Equiniti Limited, no later than 2.00pm on Tuesday, 7 May 2019.

Voting electronically

If you are voting electronically and you have not already submitted your proxy votes, when you do so now you will be able to vote on all resolutions, including the additional resolution. If you have submitted your electronic votes already, whether online or through CREST, and you wish to now vote on the additional resolution, you will need to resubmit your vote on all the resolutions, including the additional resolution. If you have already voted electronically and now do nothing, the votes you have already submitted on the resolutions in the original Notice of AGM will remain valid.

Completion and return of the Supplementary Form of Proxy or the updating of your electronic proxy vote will not preclude you from attending the AGM and voting in person if you wish to do so.

I apologise for any inconvenience which these new arrangements may cause you. If you have any questions, please speak directly to Equiniti on 0371 384 2152 or, if calling from overseas, on (0)121 415 7047.

Recommendation

The Board believes that the proposed additional resolution to be put to the Meeting is in the best interests of shareholders as a whole and, accordingly, recommends that you vote in favour of that resolution as the Directors intend to do in respect of their own beneficial holdings.

Yours sincerely

Sir John Armitt CBE
Chairman

View the Annual Report 2018 and the Notice of 2019 Annual General Meeting, together with this Supplementary Chairman's Letter to Shareholders, on the Company's website at www.nationalexpressgroup.com/ar2018

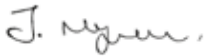
Notice of additional resolution to be proposed at the 2019 Annual General Meeting

Notice is hereby given that at the Annual General Meeting of National Express Group PLC (“**Company**”) to be held in the Horton Suite at the Burlington Hotel, 126 New Street, Birmingham B2 4JQ at 2.00pm on Thursday 9 May 2019 (notice of which was given on 28 March 2019) the following additional resolution will be proposed as an ordinary resolution:

Re-election of Director

23. To re-elect Jane Kingston as a Director of the Company.

By Order of the Board



Jennifer Myram
Group Company Secretary
18 April 2019