



9 April 2009

Dear Shareholder

On 26 March 2009, I wrote to you in my capacity as Interim Chairman to invite you to our 2009 Annual General Meeting ("AGM") which will be held at the Royal College of Physicians, 11 St Andrew's Place, Regent's Park, London NW1 4LE on Wednesday 6 May 2009 at 11.00am. Full details of the meeting were set out in the Notice of Meeting (the "Notice") that was enclosed.

As you may be aware, the board of National Express Group PLC has since announced on 2 April 2009 that it has appointed John Devaney as Chairman. The full text of this announcement is set out overleaf.

Under National Express Group PLC's articles of association, and in accordance with the Combined Code on Corporate Governance, directors appointed between AGMs must stand for re-election at the next AGM, thereby giving shareholders the opportunity to vote on the appointment. At this year's AGM, we will therefore be proposing an additional ordinary resolution (the "Additional Resolution") to elect John Devaney as a Director.

As with each of the other resolutions to be proposed at the AGM, voting on the Additional Resolution will be conducted on a poll rather than a show of hands. If you are not able to attend the meeting in person, your vote is still important and I would ask you to complete, sign and return the enclosed Proxy Form to register your vote. This will not prevent you from attending and voting in person at the meeting. Please note that this Proxy Form relates only to the Additional Resolution and not to the resolutions set out in the Notice. You may also submit your vote electronically at www.sharevote.co.uk using the reference numbers on the Proxy Form.

Your Directors consider that the proposed resolutions contained in the Notice of Meeting, as well as the Additional Resolution, are in the best interests of the Company and shareholders and recommend that you vote in favour.

If you have a question you wish to ask at the Annual General Meeting (including in relation to the Additional Resolution) it would assist us if you would either send it in advance in writing to the Company Secretary at National Express Group PLC, 7 Triton Square, London NW1 3HG or e-mail it to info@nationalexpress.com. The Chairman will deal with the issues most frequently raised at the meeting.

Thank you for your continuing support of National Express Group PLC.

Yours sincerely

Tim Score

Senior Independent Director

This document is important and requires your immediate attention.

If you are in any doubt about the action you should take, you should consult your stockbroker, solicitor, accountant or independent financial advisor authorised under the Financial Services and Markets Act 2000. If you have recently sold or transferred your National Express Group PLC shares you should forward this document and enclosed Proxy Form to the person through whom the sale or transfer was effected for transmission to the purchaser or transferee.

National Express Group PLC
Registered in England Company Number: 2590560
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