

# EASY UPDATE NEW SECURITYHOLDER PACK (NSP)

## COMPUTERSHARE INVESTOR SERVICES

Computershare's Easy Update New Securityholder Pack (NSP) enables investors to provide all their securityholder information online, removing the need to supply forms.

### INTRODUCTION

With increasing numbers of investors now sourcing company information, communicating and transacting via electronic channels, the development of Easy Update NSP is a win for both investors and companies.

### EASIER FOR YOUR INVESTORS

Computershare's Easy Update NSP online wizard removes the hassle of completing forms and the delays in postage and processing.

With investors taking control and entering their own information, data accuracy is greatly improved.

Investors without internet access are not disadvantaged, with an Intelligent Voice Response (IVR) channel available for investors who prefer the telephone.

### BETTER FOR YOUR COMPANY

Companies who drive self-service with investors from first contact, achieve long term benefits over the life of the investor relationship.

Self-service decreases the cost to serve your investors, minimising ongoing enquiry and print fulfilment costs over the lifetime of the investor.

### SECURE INFORMATION

Core to all Computershare systems is data security and privacy. Our strict security measures include secure 128 bit SSL encryption and individual authentication.

### EASY UPDATE NSP PILOT PROGRAM

- > Reduced print fulfilment by over 5,000 forms
- > New securityholder costs reduced by up to 20% through decreased print fulfilment and increased securityholder self-service
- > No decline in new securityholders providing their holding information
- > The number of securityholders requesting forms through the IVR phone system has not been significant.

Graph 1: Percentage of New Securityholder Packs returned

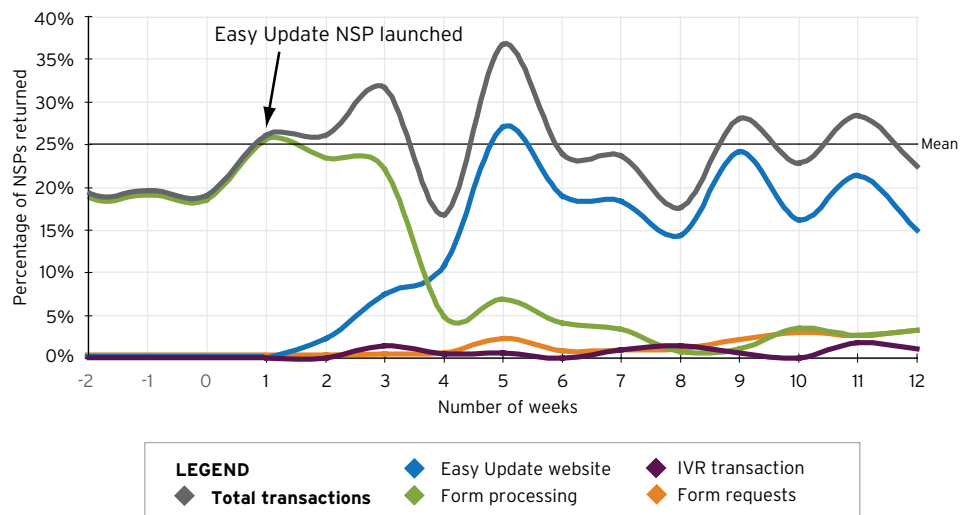


Table 1: Profile of new securityholders

INVESTOR TYPE	PILOT PROGRAM % ONLINE BROKERS	INDUSTRY AVERAGE % ONLINE BROKERS
INDIVIDUAL (43%)	58%	49%
JOINT (27%)	49%	44%
COMPANY (30%)	25%	23%