Annual General Meeting
7 November 2002

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Managing Director
Condition of The Market

FACTS

- We are not alone
- Challenging trading conditions
  - IPOs
  - Interest Rates
  - Corporate Actions
  - Dealing Services
What we are doing?

- Managing Costs
- Have improved Financial Management
- Changing to a client and sales focussed organisation
- Restructured the business into geographic regions
What we will not do

- Not going to jeopardise the future of CPU by focussing on the bottom line at the expense of longer term strategies
- Stop looking for acquisitions
- Irrationally cut back on technology costs
Changing Profiles

Computershare’s Reliance on Registry

5 Years Ago
- Registry 96%
- Non Registry 4%

2002
- Registry 78%
- Non Registry 22%

5 Year Current Trend
- Registry 50%
- Non Registry 50%
Changing Profile

Regional Analysis by Revenue

- North America: 39%
- Europe: 31%
- Asia Pacific: 30%
Changing Profiles

Overseas Revenue

5 Years Ago
- Overseas: 7%
- AU & NZ: 93%

2002
- Overseas: 73%
- AU & NZ: 27%
Plans – Global

- Global market estimated to be over US$2bn, only 30% outsourced
- Only Global provider who can manage country specific Employee Share Plans
- Have Employee Options Remuneration have lost their appeal?
  - Phantom Stock
  - Restricted Stock
  - Repricing Options
- We have seen no slow down in Europe or Australia
Plans – Asia Pacific

- Australia > 80,000 employee plan participants and $450m under management

- Unique position: CPM Australia is earning revenue on funds under management

- Major wins
  - ANZ
  - AMP
  - TAB Limited
Plans – North America

- Largest ESPP provider
- Traditional owners exiting the business
- Charles Schwab:
  - Acquired Schwab’s existing employee stock purchase plan business.
  - Formed a strategic alliance with Schwab to exclusively provide this service to their prospective and existing clients.
- Schwab chose Computershare because: “Computershare is the US market leader and the only truly global employee stock purchase plan administrator”
Plans – Europe

- Estimated 12% of the adult population participates in an employee share plan. Significant growth potential.

- The Inland Revenue have received 589 SIP applications, of which 337 (57%) have been approved (Source: Inland Revenue June 02)

- Major wins:
  - BP
  - BAT
  - Philips
  - Whitbread
  - Reckitt Benckiser
Document Services

- A global business leveraging off same technology platform
- Operations now established in Australia, US, Canada & UK
- Totally integrated with registry system
- Substantial growth in selling commercial work to CPU clients
- Major commercial wins in excess of $8m pa in UK alone
  - Bristol Water
  - Cellular Operations
  - Powergen
Analytics

- *IRtrack* (proprietary web based global equity market share ownership & contacts management system) released in Australia, UK and Canada

- Expanding into other issuer services (eg. Proxy solicitation globally)

- Two main business streams, issuers and capital markets

- Established in South Africa as part of Mercantile deal

- American Stock Exchange deal
  - *IRtrack* will be provided to their 600 listed companies
  - Less than 10% are existing CPU clients
Common Market Perceptions

United States

- Slow pace of Growth
  - Stuck to our strategy
  - ADR Approval
  - Large US Bank
  - Chicago Mercantile Exchange

- Dow Jones experienced its best month ever in October
Common Market Perceptions

Australia

- Bad service levels
- Losing clients

- In open competitive tender we retained:
  - David Jones
  - TAB Limited
Asia

Hong Kong

- Cheung Kong Life Sciences (approx 40,000 shareholders)
- Bank of China (approx 380,000 shareholders)
- Standard Chartered (HK Register) (approx 5000 shareholders)
Global Strategy

- Vision from 5 years ago, to be a Global Service Provider has not changed.

- Done all the hard work
  - March 2003, SCRIP deployed across all businesses globally
  - Global access for multi-national companies