REVIEW OF OPERATIONS

Chris Morris
Chief Executive Officer
Revenue ➤ $1.5 Billion
Customers ➤ 15,000
Shareholders ➤ 100 Million
Staff ➤ Over 9,000

computershare
Regional Highlights – Asia/Pacific

Australia
Singapore
New Zealand
India
Philippines
Hong Kong
Regional Highlights - EMEA

- France
- Ireland
- United Kingdom
- Italy
- Germany
- Russia
- South Africa
Regional Highlights – North America
The year ahead - EquiServe

• Integration
  – A top team assembled, led by the best in Penny Maclagan
  – Should not be compared to other major acquisitions like RBS and Harris

• Reaction
  – Already received very positive feedback from customers and staff.
  – Greatly improved credibility and recognition in the US and elsewhere
The year ahead - EquiServe

• What it means for CPU
  – No 1 in the US
  – Highly unlikely to see another global competitor
  – Will result in further consolidation in the US

• Opportunities
  – ADR’s
  – Cross sell
  – CDS expansion
The year ahead - Growth

• **Europe**
  – Expanding into more countries in continental Europe

• **Asia**
  – Researching opportunities to grow in this region, including
    • Japan
    • Korea
    • Taiwan

• **BPO**
  – Corgi a great example

• **Expanding into consultancy services**
The year ahead – Market Structures

• **Dematerialisation**
  – Ireland has approved
  – Expect UK to follow soon
  – HK
  – Canada
  – USA

• **Street name access**
  – Live in Canada
  – US will eventually follow

• **Changes in market structure traditionally been good for CPU**
  – IT changes force competitors to exit.
ANNUAL GENERAL MEETING

Chris Morris
Chief Executive Officer