Issuer Online

User Guide

CERTAINTY | INGENUITY | ADVANTAGE

Computershare

Contents

GETTING STARTED

Overview

Welcome to Computershare's Issuer Online! This client web application is designed to provide you with easy access to your registered shareholder records, shareholder information and annual meeting records as well as a variety of reports and reporting options. Issuer Online is available online 24 hours a day, 7 days a week except during scheduled maintenance. User access is secure and can accommodate the needs of different levels of staff. Permission levels are flexible so you can allow or restrict information as you see fit.

Logging In

All clients should log in at:

www.issueronline.co.uk

1. USER ID AND PASSWORD

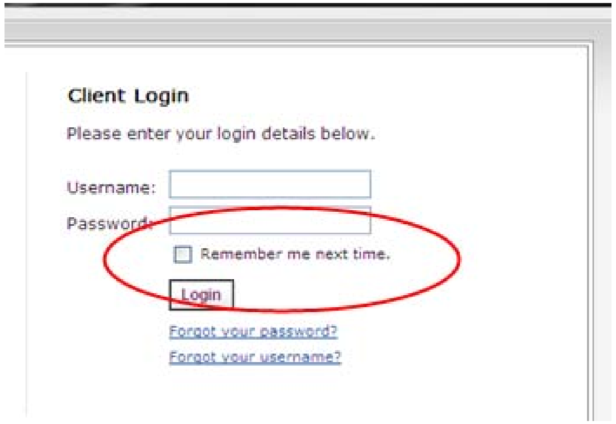
The user can log in to the new Issuer Online using their existing Username and Password. If they are a new user they will be required to set three security questions and to insert their email and telephone number.

Your Relationship Management team is your main point of contact. They will provide you with your User ID and Password. If additional users at your company need to be given access or a user needs to be deleted, your Relationship Management team will be able to facilitate this for you. You are responsible for maintaining reasonable security and control over the user ID and Passwords. Please notify us immediately if any employee granted access leaves your employ, so that we can terminate this employee's access.

A note on privacy: Computershare takes your shareholders' privacy seriously. Employees who are given Passwords to Issuer Online will have access to sensitive, non-public personal information about your shareholders. We advise you to exercise reasonable care in providing staff access to your shareholders' records and ensure that those with access understand the confidentiality of that information. Please also refer to your contract with us for any specific terms related to the use of this service.

1.1 Remember Me

If the user checks the ‘Remember me next time’ box the Username is remembered for the next 35 days or until the user disables this feature.



The second time the user logs into Issuer Online the Username will be pre-populated and the check box ‘Remember me next time’ will not appear, and instead a message ‘Hello Name Surname’ will be displayed.

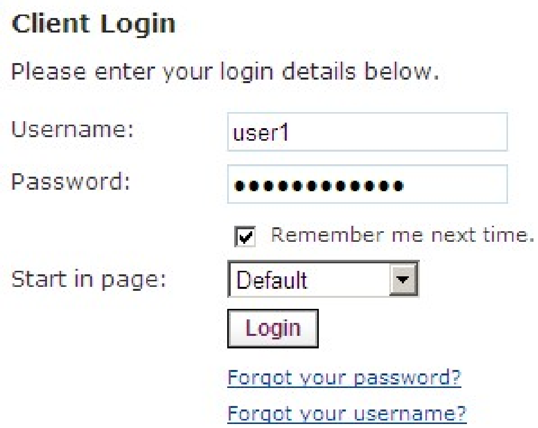
To disable the Remember Me feature or to sign in as a different user, the user will have to select the link ‘Not you?’ and the log in panel will be refreshed clearing all previous log in details.

1.2 Forgot your Password

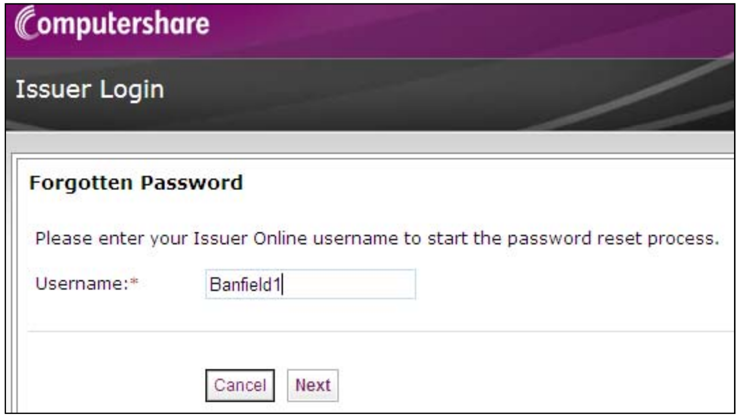
This functionality lets users reset a forgotten Password. A ‘Forgot your password?’ link is displayed below the log in section.

The process to retrieve their forgotten Password is as follows:

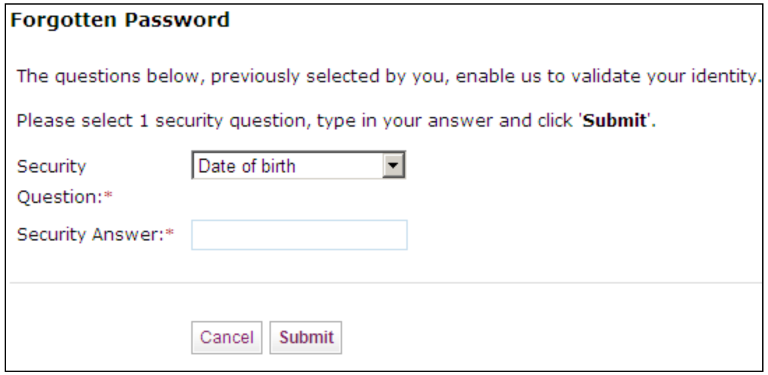
Click on ‘Forgot your password?’

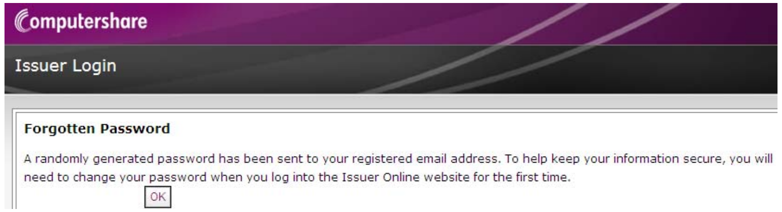


Type in your Username, and click on the ‘Next’ button.

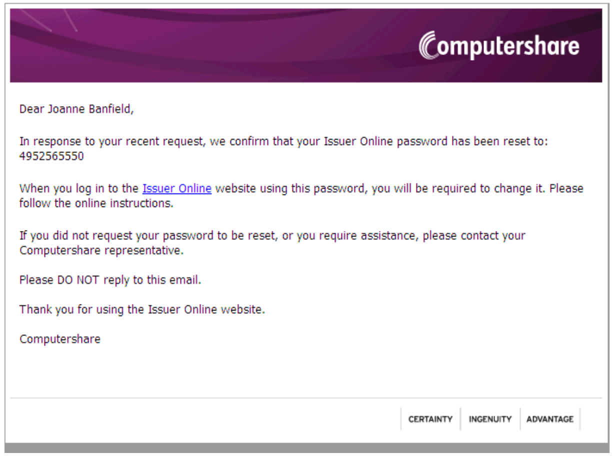


Select and answer one of your preset security questions, then click on 'Submit'.





A randomly generated Password will be sent to the email address stored in our database which the user originally supplied the first time they logged in.



Computershare

Dear Joanne Banfield,

In response to your recent request, we confirm that your Issuer Online password has been reset to: 4952565550

When you log in to the Issuer Online website using this password, you will be required to change it. Please follow the online instructions.

If you did not request your password to be reset, or you require assistance, please contact your Computershare representative.

Please DO NOT reply to this email.

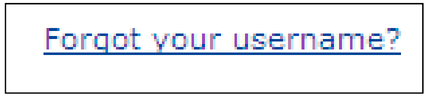
Thank you for using the Issuer Online website.

Computershare

CERTAINTY | INGENUITY | ADVANTAGE

1.3 Forgot your Username

If the user has forgotten their Username, they can now retrieve it by clicking on the 'Forgot your username?' link and using their registered email address. The 'Forgot your username?' link will be displayed below the log in section to take users through the forgotten Username process.



The process to retrieve the Username is:

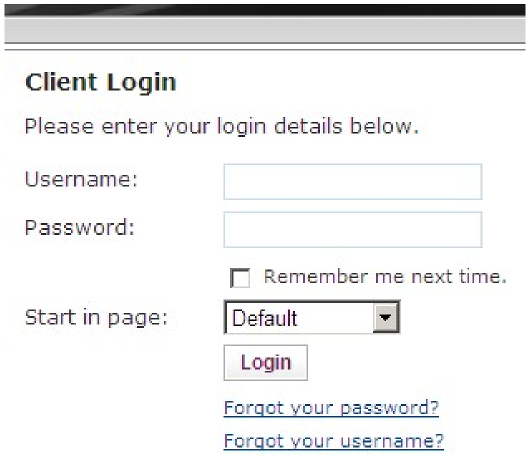
- User selects 'Forgot your Username?' link
- User enters email address
- System verifies that the email address is valid
- System emails Username to registered email address

As an email address does not have to be unique per account, if the user has multiple accounts with the same email address and is recovering one of the Usernames, they will be sent one email for each Username that has that email address as the registered email address.

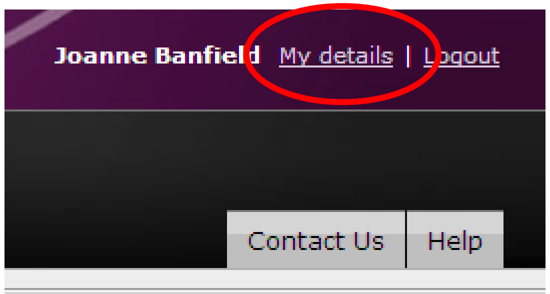
If the email address entered is not a valid email address, an error message will be displayed.

1.4 Start In Page

By selecting a section of the site from the drop down box, Issuer Online will automatically direct you to a particular section of the website after logging in.

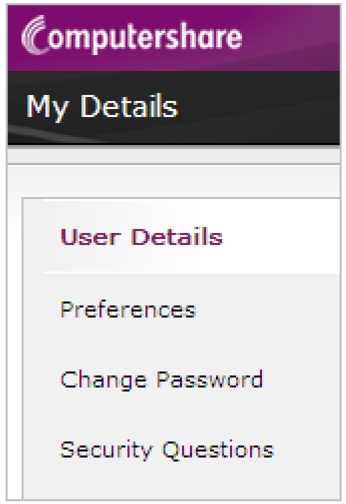


1.5 My Details



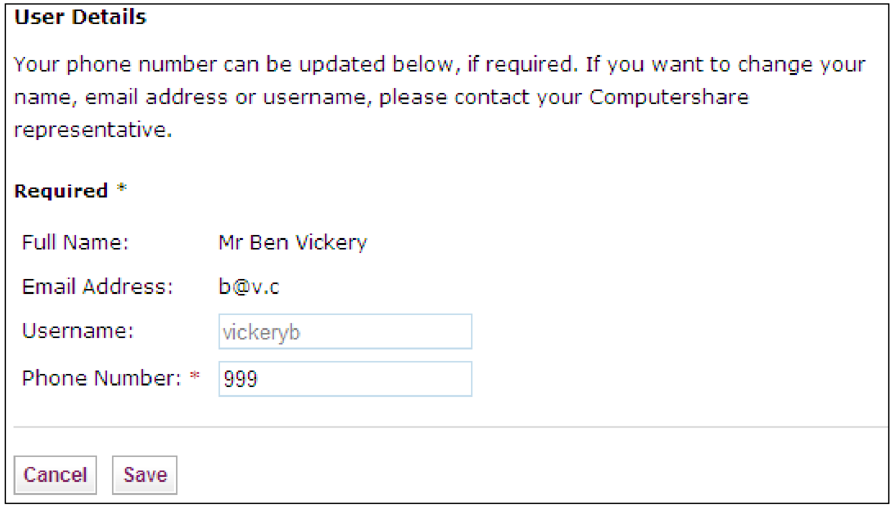
The My Details section, located in the top right hand corner, enables the user to maintain their details, such as:

- User Details
- Preferences
- Change Password
- Security Questions



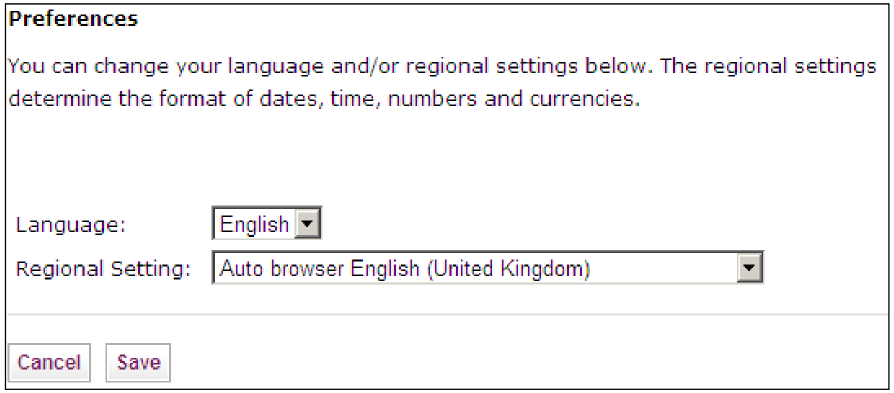
1.5.1 User Details

This is where you can update your telephone number. If any other information is incorrect, please contact your Computershare Relationship Management team.



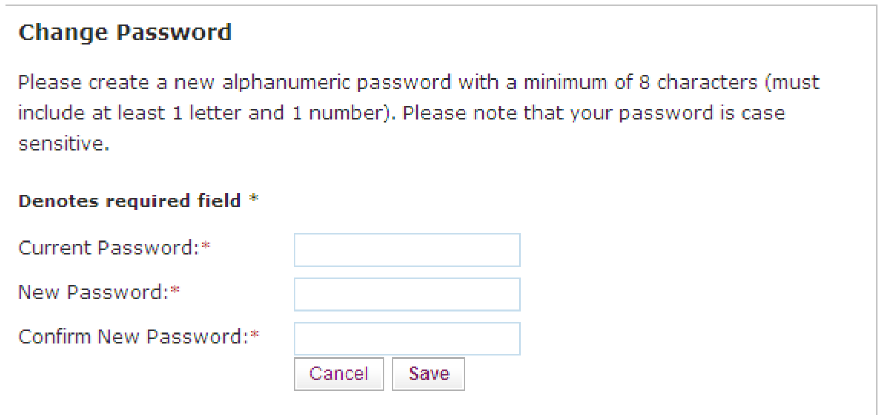
1.5.2 Preferences

The preferences will be pre-set depending on which region you are in. For example, if you are located in the United Kingdom your preferences will default to English language and UK date/time.



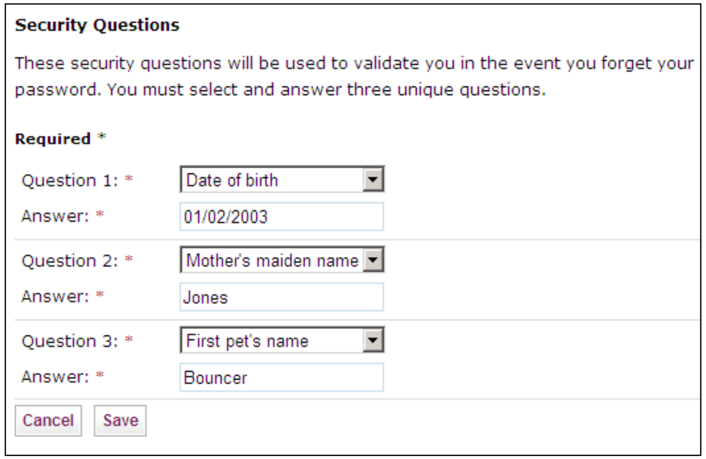
1.5.3 Change Password

This is where you can change your Password. All Passwords need to be a minimum of eight alphanumeric characters, and must contain at least one letter and one number. Passwords are case sensitive.

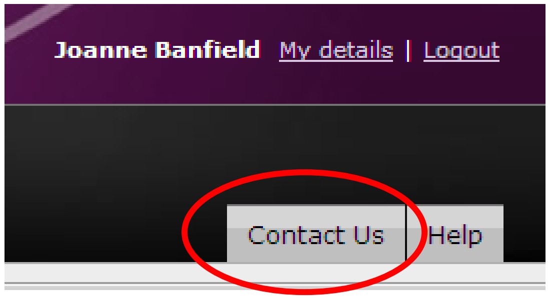


1.5.4 Security Questions

This is where you can re-set your security questions. You are required to provide answers to three questions that can be selected from a list of eleven in each of the drop down menus.



1.6 Contact Us

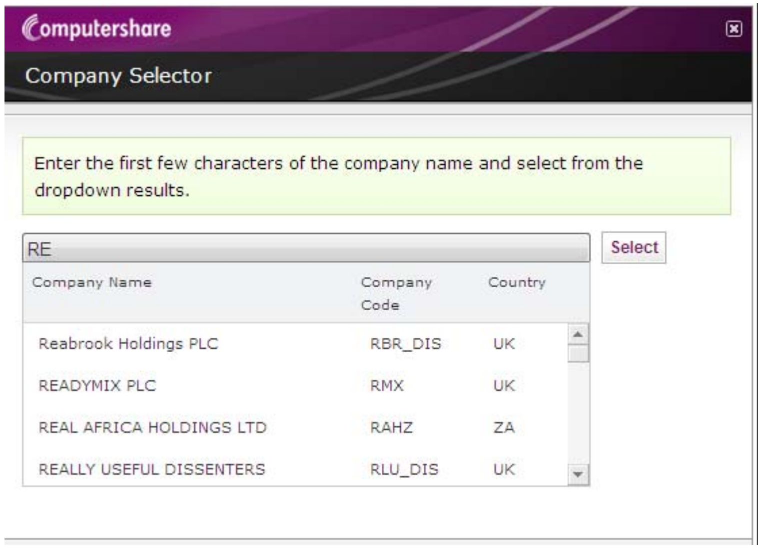


This section contains details of our office address and telephone numbers. It also contains our Feedback Form, which you can complete with any suggestions on how we can further enhance Issuer Online.

1.7 Company Selector

By clicking on 'Change company' you can access all companies that you are set up for – if you only have access to one company then the 'Change company' feature will not display.

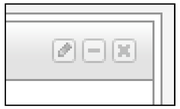
The enhanced search function means that you can type in the first few letters of the client's name or the company code and it will bring up a list of all clients. For example, if you type 'RE' it will bring up all clients starting with those letters, but if you typed more specifically e.g. 'REC', it will shorten the search criteria.



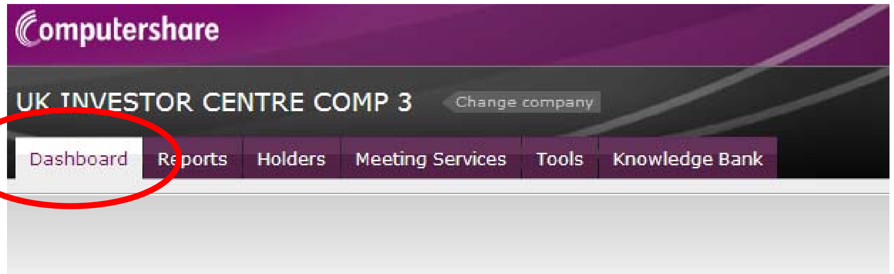
2. DASHBOARD

The main menu item 'Dashboard' is the new homepage that users will see after they log in. It shows snippets of different features on the site and offers the flexibility to customise your homepage to view which modules/functions you will use most often.

Users will be able to view snapshots of key data and have quick links to certain pages. It is user controlled (ie initially users will get a default number of modules displayed and can then customise the page by adding, removing or editing the modules).



The Dashboard is displayed once you have logged in and can be accessed via the main menu.



The user will have a default dashboard set up when they initially log in and they will be able to add or remove modules as desired.

For UK clients the default modules that will display upon first login are:

Holder Search	Issued Capital	Top Holders
FileShare	In the Spotlight	Proxy Watch
Market Data Quote		FAQs

Here is a full list of modules that are available for the UK:

General

› Feedback Form
› FAQs
› Market Data Quote
› Market Data Chart
› In the Spotlight

Shortcuts

› Holder Search
› Proxy Watch

Tools

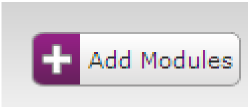
› FileShare

Reports

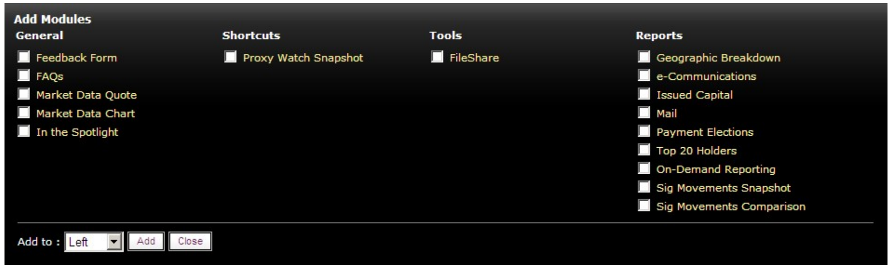
› e-communications
› Geographic Breakdown
› Issued Capital
› Mail
› Payment Elections
› Top 20 Holders
› On Demand Reporting
› Significant Movements Comparison
› Significant Movements Snapshot

2.1 Customising your Dashboard

Users are able to fully personalise their Dashboard page. To add a module the user would click on the 'Add Modules' button found in the top right corner of the screen.



The below box will then display with the various modules available.



The user can also select where they would like the module to display, for example the left hand, right hand side or middle of the page.

Once the user has selected the module or multiple modules (by clicking on the box next to the module name) they then need to click on 'Add'. The selector box will disappear and the modules will be added for that user.

2.2 Reset the Dashboard & Reporting Summaries page

Added too many modules? Deleted others that you still want to show?

This new button makes it easy to reset your page back to its original setup with just one click. You can find the 'Reset this page' button on the top right of the Dashboard & Reporting Summaries pages.

2.3 Access historic data via the Market Data Chart

By clicking on the 'Download CSV Data' link in the Market Data Chart module you can view or download historic price and volume data.

Please note this module is not shown by default but can easily be permanently added to your personal dashboard by clicking on:

1. 'Add Modules'
2. Selecting 'Market Data Chart'
3. Choose where to add the module
4. Add

3. REPORTS

The main menu item ‘Reports’ includes a set of features that allows users of Issuer Online to access all reports, both scheduled and On Demand.

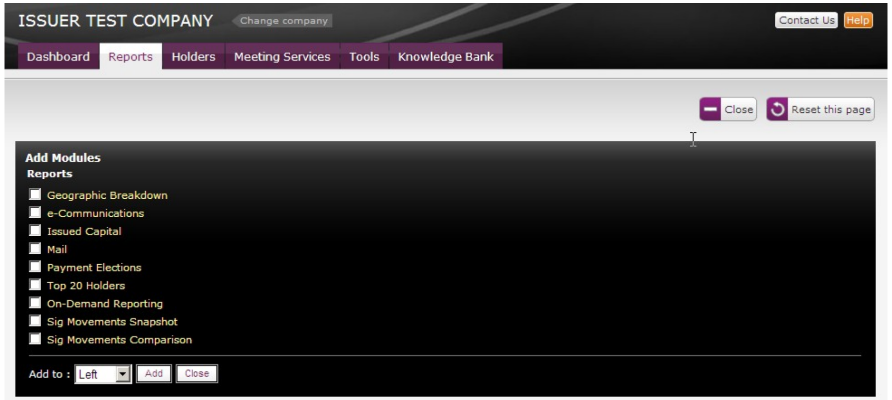
Daily Reports will be held for 14 days and Monthly Reports for 13 months.

The sub menu contains four reporting categories:

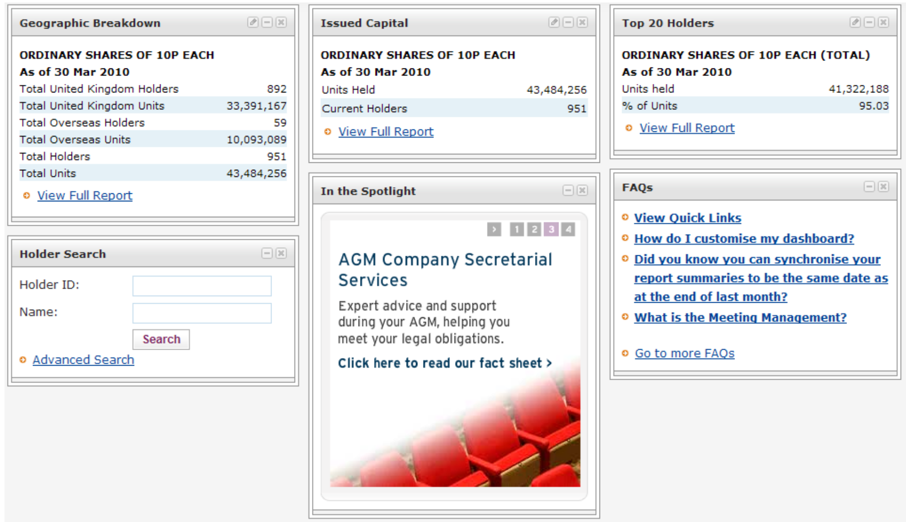
1. Reporting Summaries
2. Report Overview
3. Report Search
4. On Demand

3.1 Report Summaries

This Report Summaries page can be customised by the user. By selecting a module it will then display report snapshots, similar to the Dashboard. The user can then add modules to the left, centre or right of the screen.



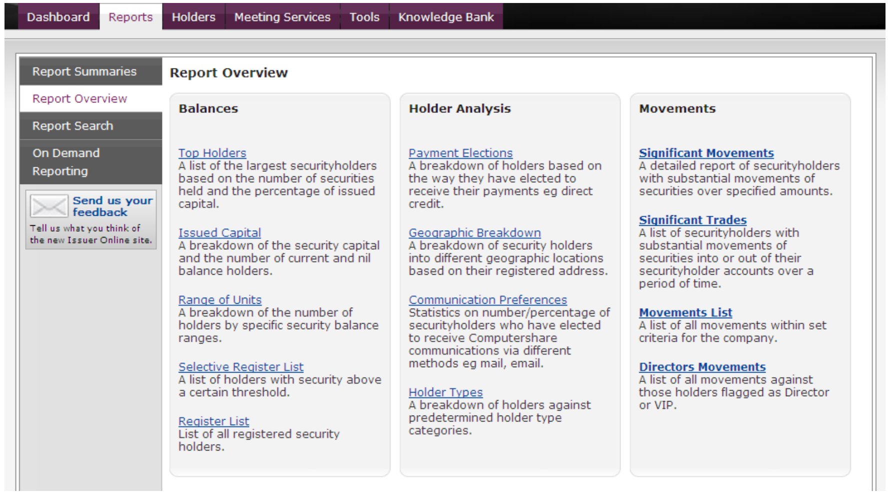
Previews of the reports are displayed to get an overview of the key pieces of information without having to look at the detailed reports.



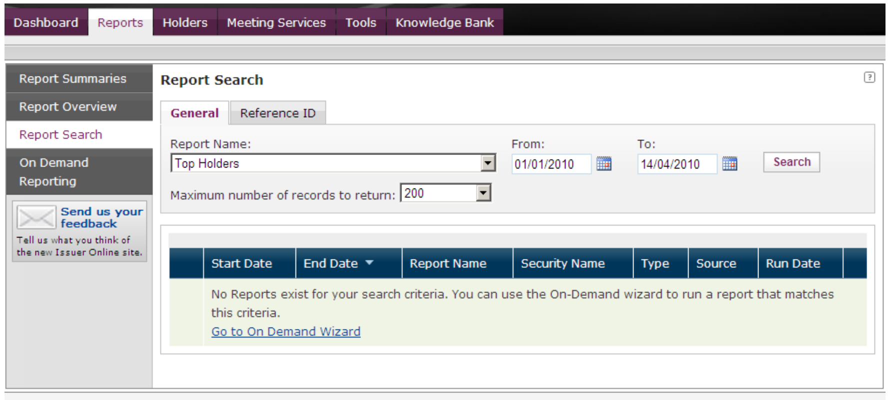
Each snapshot will include a link to ‘View full report’. When clicked on, a new page will load with the full report details.

3.2 Report Overview

The Report Overview menu is a page detailing each of the reports available to the user and includes a brief description outlining what the report is and in which category.



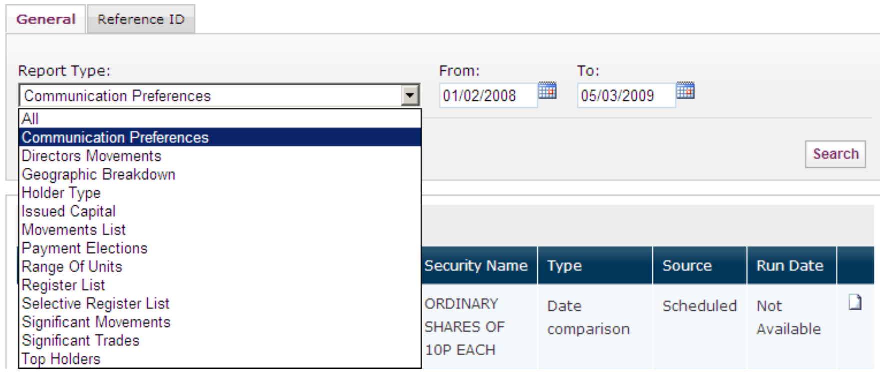
The report name is hyperlinked so by clicking on the report name the user will be taken to required report search.



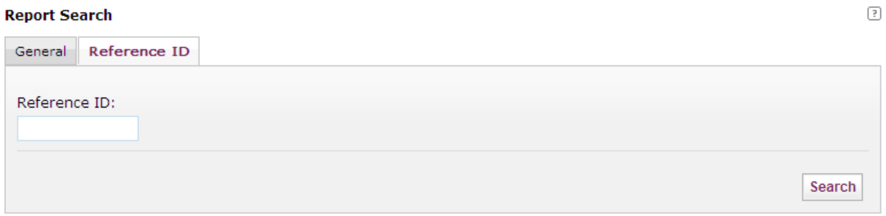
3.3 Report Search

The Report Search provides you with the ability to search for historical reports and/or reports that you have run via the On Demand wizard.

You can search for all reports or use the drop down menu to select a specific type and filter further using the date search feature.



You can search for reports created by the On Demand function by inputting the Reference ID allocated when the On Demand report was initially run.

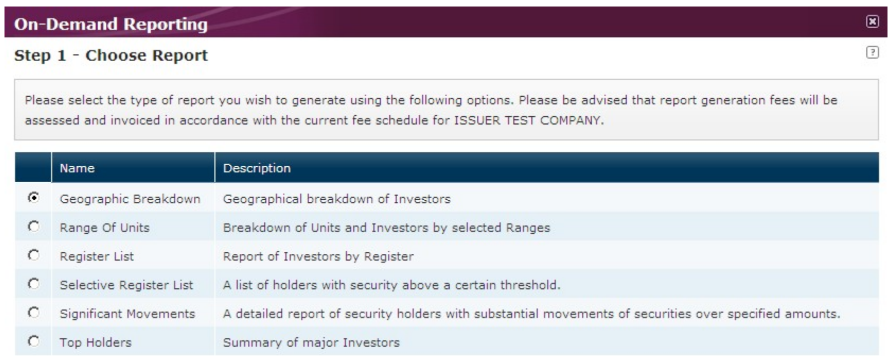


3.4 On Demand Reporting

On Demand Reporting gives users the ability to run reports themselves. It provides flexibility in requesting reports and was referred to as 'Custom Reporting' in the previous Issuer Online.

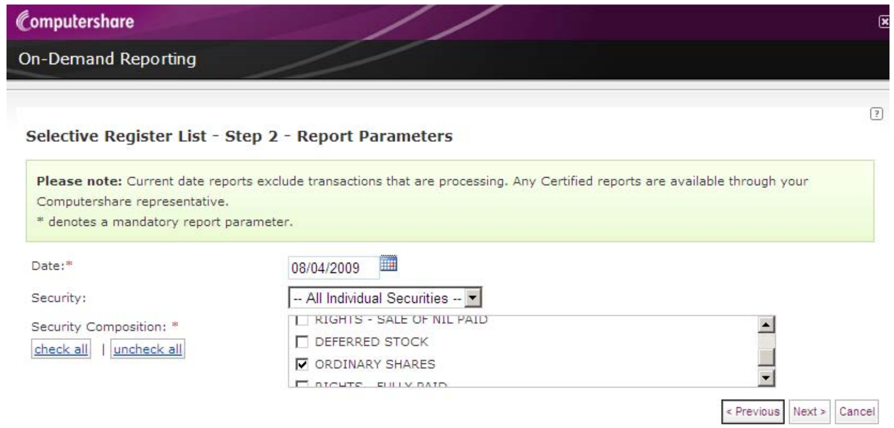
The reports that are available On Demand are:

› Top Holders
› Register List
› Range of Units
› Selective Register List
› Geographic Breakdown
› Significant Movements

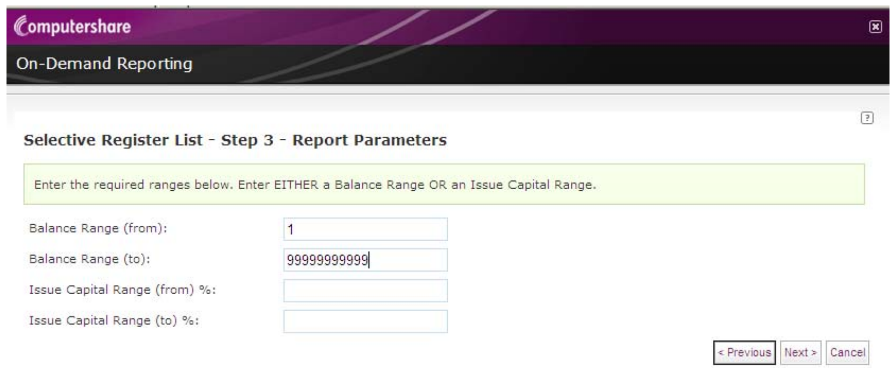


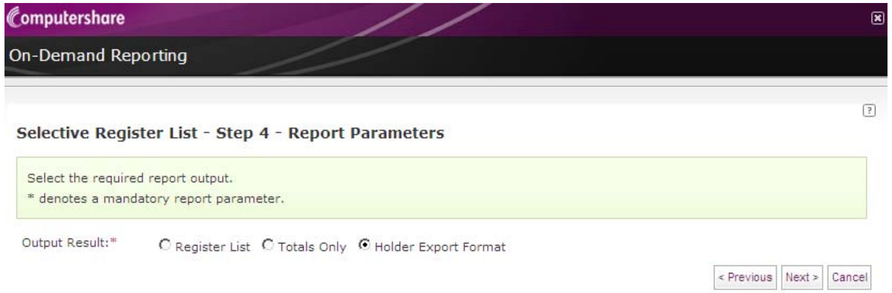
Once the user has selected the report they require, the Wizard will then guide them through the process giving them different output options, ranges etc.

The ability to select a range or all stock classes:

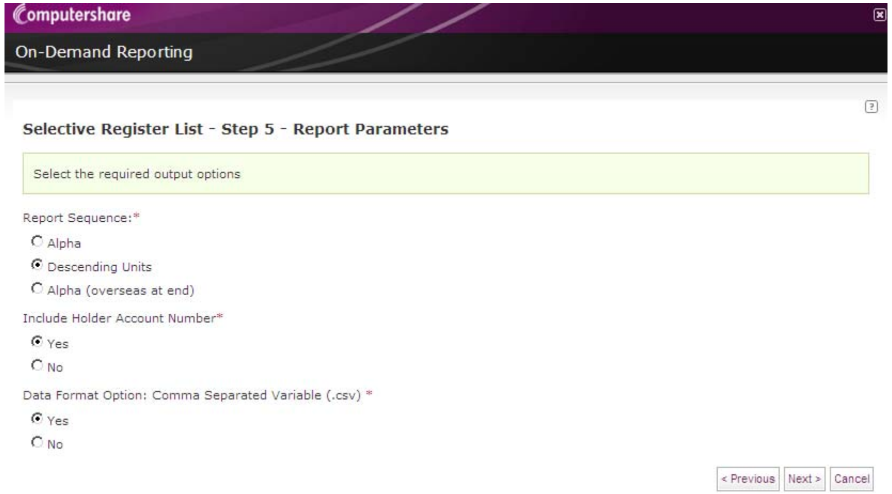


The ability to select range parameters (up to 14 digits):

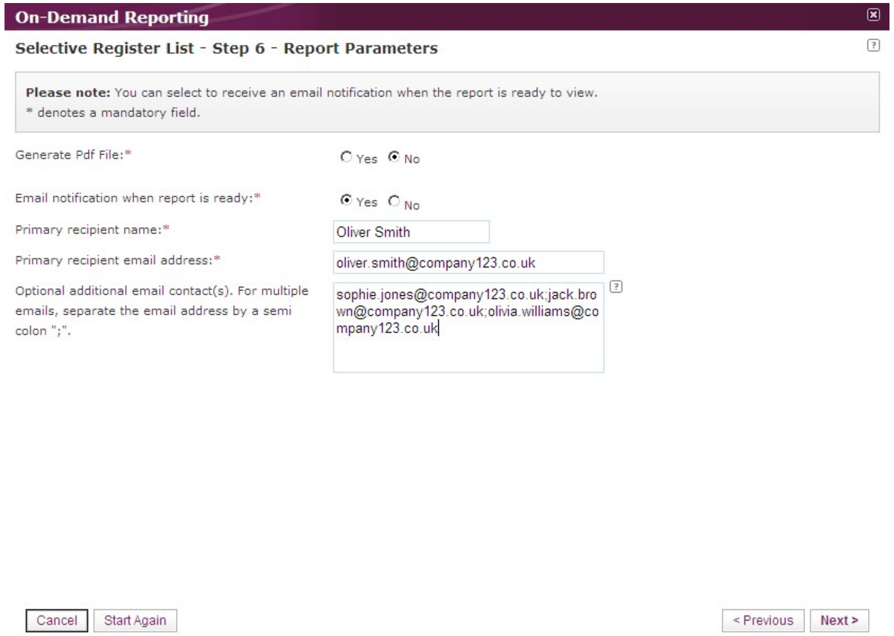




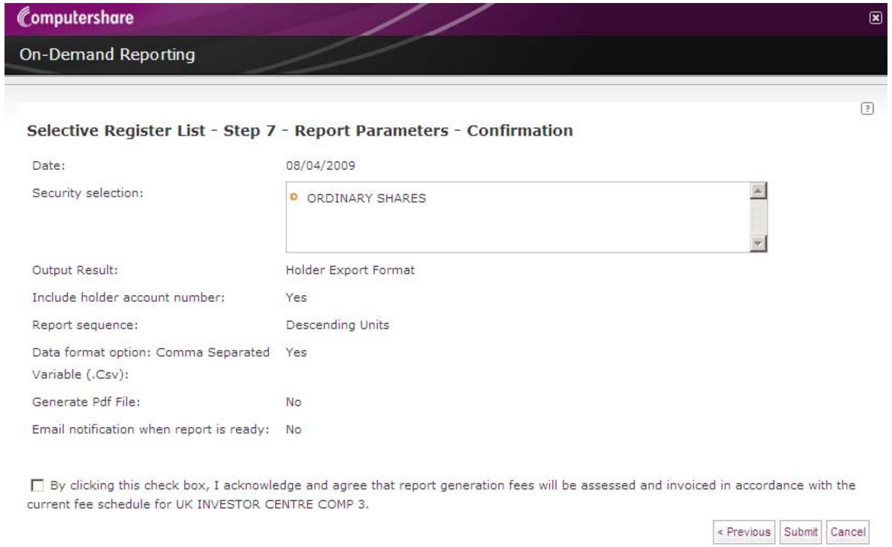
The user is then given a choice of Output – **Holder Export Format** provides data in a format that can be manipulated in other applications such as Excel, rather than a static, un-editable format.



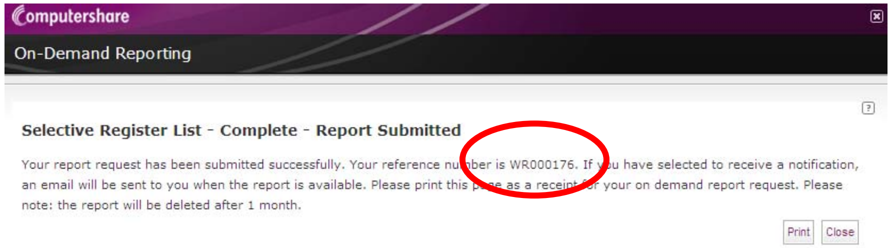
The amount of parameter output options available will depend on the report requested.



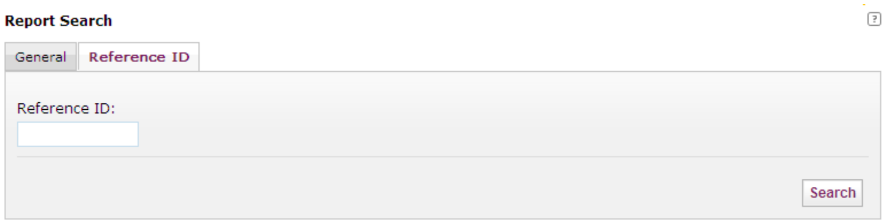
The user can opt for email notification to advise when the report is available to view. Entering additional optional email addresses will allow you to notify other people by email that your report is available. A maximum of 5 email addresses may be added, which must contain less than 250 characters in total. Email addresses are separated by a semi colon (no spaces).



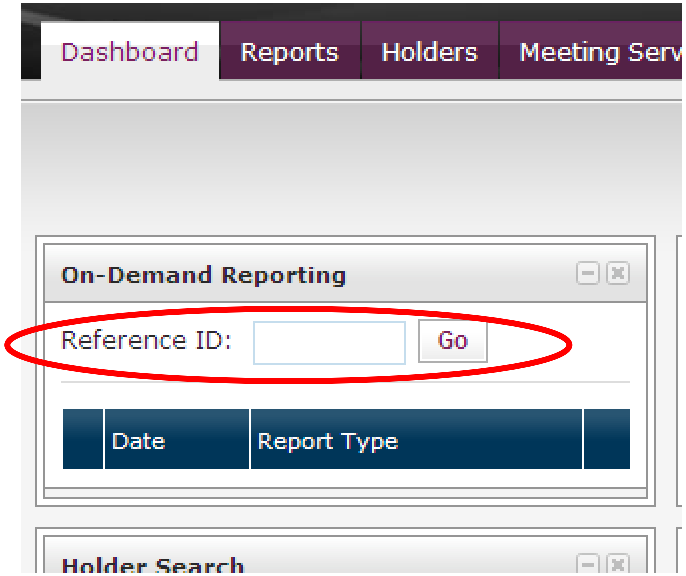
A report confirmation is then produced. The user will need to agree to the report generation fee which will be in accordance with your current fee schedule.



Once the report has been submitted a confirmation page with a reference number will display. The user can then use this reference number in the Report Search function...



...or type the reference number into the Dashboard, On Demand, web part to view the report.



Important - please note the following:

On Demand Reporting
When a Selective Register List or Register List is run via the On Demand function for a date prior to today, the Run Date that is shown will match the start/end date rather than the date it was run.

We recommend that when looking for an On Demand report to either use:

1. the reference number in the On Demand Reporting Web Part; or

2. the Report Search and use the Report type filter to only show the type of report you are looking for.

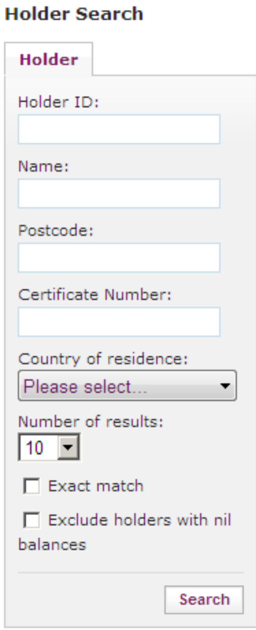
4. HOLDERS

The main menu item ‘Holders’ contains all the information a user needs to know about their shareholders and provides the ability to quickly search for any individual or group of holders. Lists of holders can also be created and managed from the ‘Holders’ menu.

4.1 Holder Search

For a user to be able to search for a particular holder they need only click on the main menu item ‘Holders’ and the ‘Holder Search’ function will be the first to display. The user will then be able to search on the following criteria:

› Holder ID (SRN/HIN)
› Name
› Certificate Number
› Postcode
› Country (if outside UK)

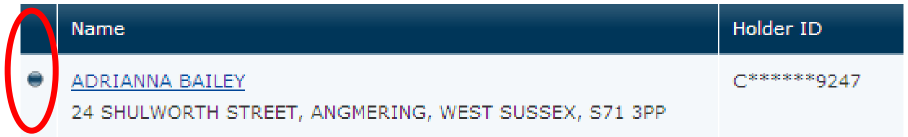


By default the results will include all ‘nil’ Holders (see below - zero holders will be shown with a blue spot). To remove ‘nil’ holders the user must check the box ‘Exclude holders with nil balances’.

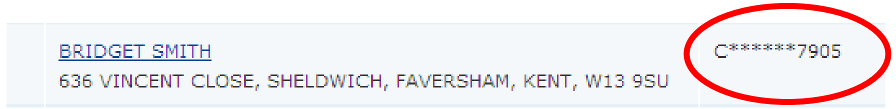
To commence the Holder Search the user must click on ‘Search’.

The results returned will show the names found under the select criteria.

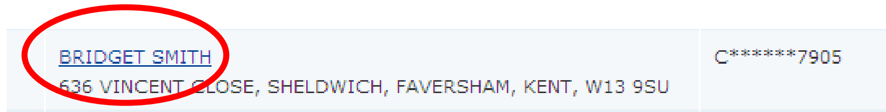
If the user did not select ‘Exclude holders with nil balances’ those holders with a zero balance will display with a **blue spot**.



SRN’s will be masked, only showing the last four digits, however user permissions can be amended to grant access, please contact your Computershare representative. Once access has been granted the user can roll their mouse over the SRN to view it in full.



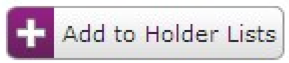
To drill down on a particular holder, the user can click on the holder’s name and this will produce the ‘Holder Snapshot’ for that holder.



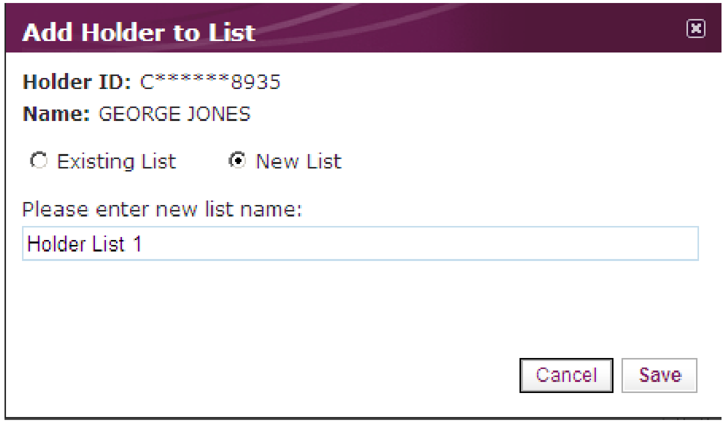
4.2 Holder Lists

Holder lists can be viewed and managed by selecting ‘Holder Lists’ from the main menu item ‘Holders’.

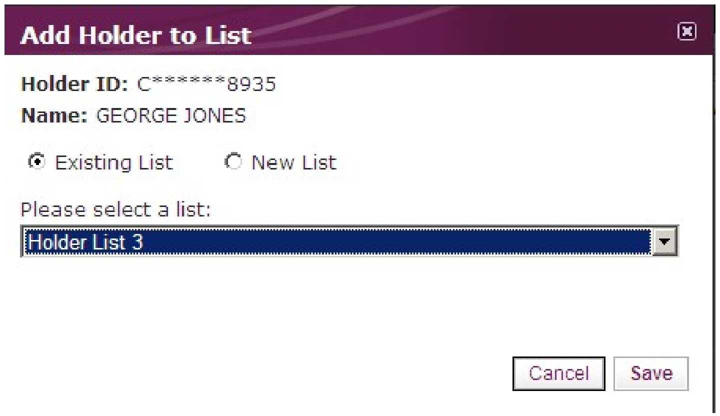
To create a Holder list, go to the Holder Snapshot page of a holder that you wish to view. Select the ‘Add to Holders Lists’ button from the top of the Snapshot page.



A menu will appear, providing you with the option to either create a ‘New List’ or add to ‘Existing List’. If you wish to create a new list, select the ‘New List’ option, and enter the name you wish to identify this list of holders by. To confirm your choice, click ‘Save’.



To add a holder to an existing list, select the ‘Existing List’ option and choose the list you wish to add the holder to. Click ‘Save’ to confirm your selection.

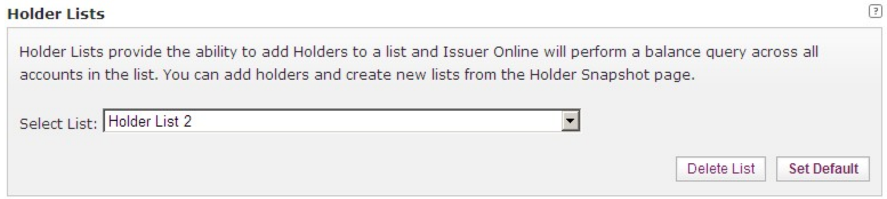


4.2.1 Holder Lists

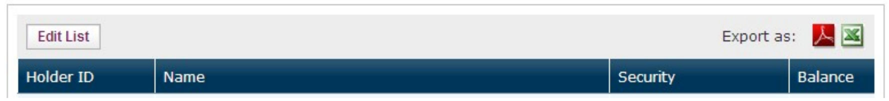
Holder lists can be viewed and managed by selecting ‘Holder Lists’ from the main menu item ‘Holders’.

To view a list, select the name of a list from the drop down box labelled ‘Select List’.

If you have multiple lists, you may wish to choose a default list to view when opening up the ‘Holder Lists’ page. To select a default holder list click on the ‘Set Default’ option from the menu on the ‘Holder Lists’ page.



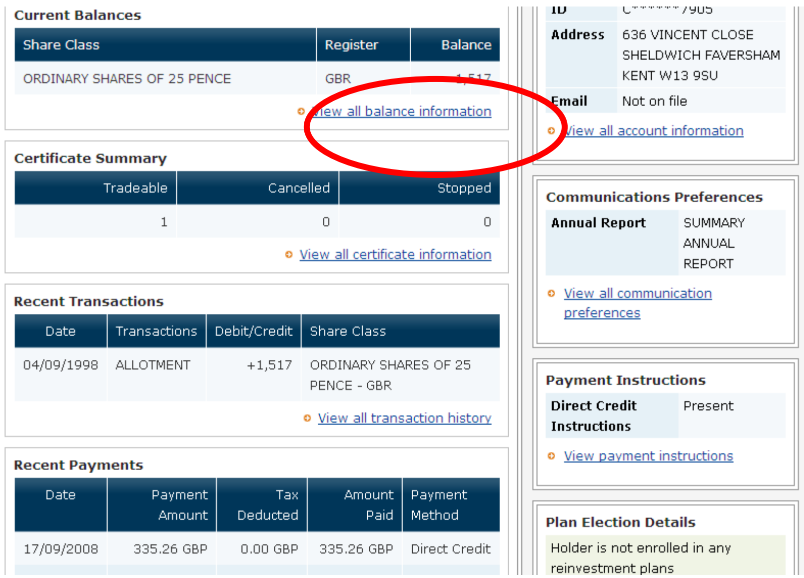
This list can be extracted into both PDF and Excel formats using the icons above the list.



4.3 Holder Snapshot

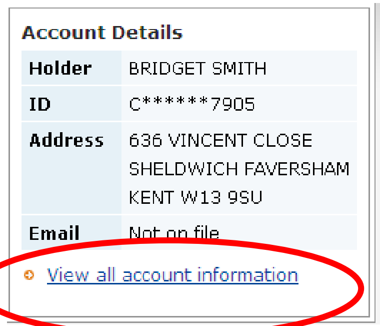
Holder Snapshot provides an overview of all the details for the particular holder selected.

Each module provides a link to a page containing more details.



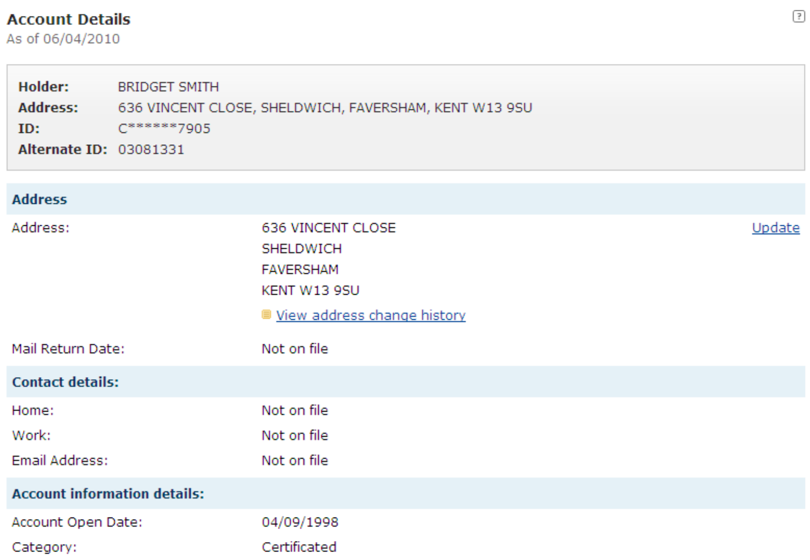
4.4 Account Details

To view the entire account information for the holder the user must click on the ‘View all account information’ link.



The email address will never display here for the holder. One of the following status will appear:

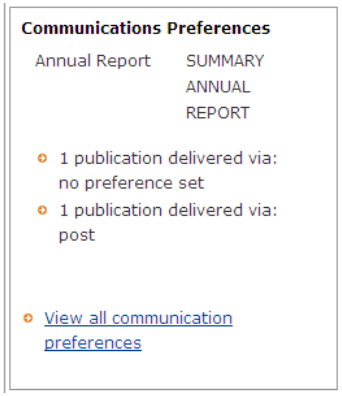
- **Present and Active**
  There is a valid email address on scrip for this holder
- **Present and Inactive**
  The email address on SCRIP is **not** valid for this holder
- **Not on file**
  There is **no** email address on scrip for this holder



4.5 Communication Preferences

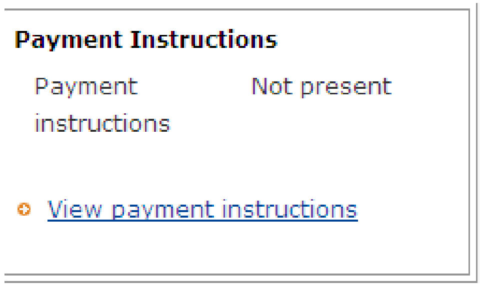
If the user selects ‘View all communication preferences’ they will be taken to the Account Details page which provides the full details of the holders Communication Preferences, for example their email address.

Please note: this panel WILL ONLY DISPLAY if the company has elected to allow shareholders to receive electronic shareholder communications.



4.6 Payment Instructions

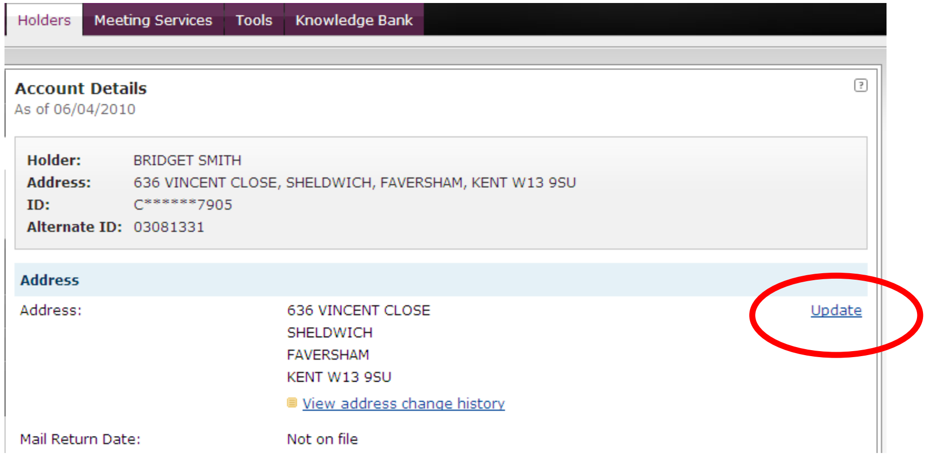
If the user selects 'View payment instructions' they will be taken to the Payments page which provides the full details of the holder's payment instructions.



4.7 Account Details

4.7.1 Account Details Main Page

Account Details contains everything a user needs to know about a particular holder.



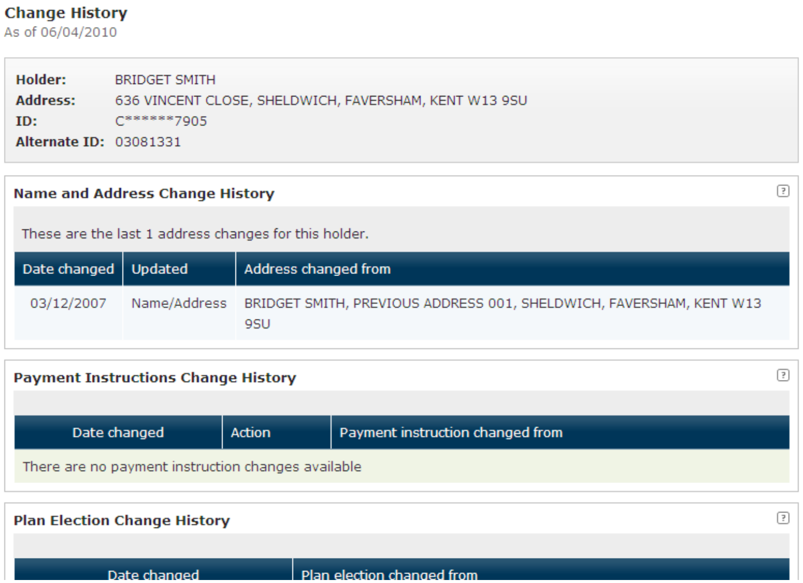
This page will show all the shareholders details including:

- Address details (UPDATE is available to those users that have permission)
- Contact Details (UPDATE is available to those users that have permission)
- Account Information Details (i.e. account open date)
- Communication Preferences (i.e. post/email/deemed)

4.7.2 Change History

This page displays any changes the holder has made in the past to:

- Name and Address Change History
- Payment Instructions Change History
- Plan Election Change History



Change History
As of 06/04/2010

Holder: BRIDGET SMITH
Address: 636 VINCENT CLOSE, SHELDWICH, FAVERSHAM, KENT W13 9SU
ID: C******7905
Alternate ID: 03081331

Name and Address Change History

These are the last 1 address changes for this holder.

Date changed	Updated	Address changed from
03/12/2007	Name/Address	BRIDGET SMITH, PREVIOUS ADDRESS 001, SHELDWICH, FAVERSHAM, KENT W13 9SU

Payment Instructions Change History

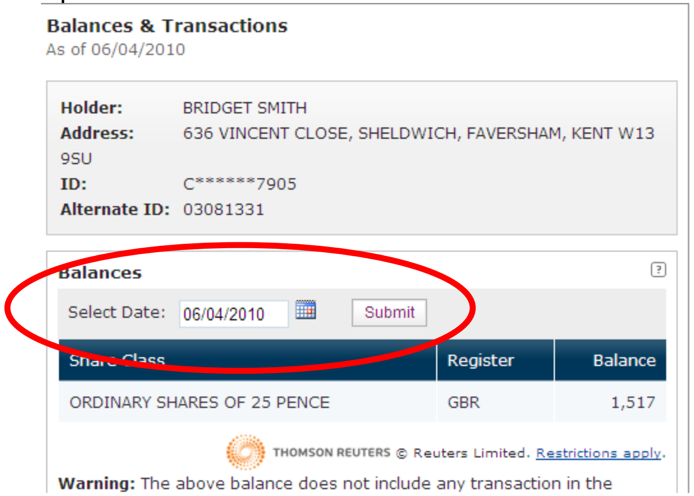
Date changed	Action	Payment instruction changed from
There are no payment instruction changes available		

Plan Election Change History

Date changed	Plan election changed from

4.8 Balances and Transactions

This allows the user to check balances and transactions for a holder as at a particular date.



Balances & Transactions
As of 06/04/2010

Holder: BRIDGET SMITH
Address: 636 VINCENT CLOSE, SHELDWICH, FAVERSHAM, KENT W13 9SU
ID: C******7905
Alternate ID: 03081331

Balances

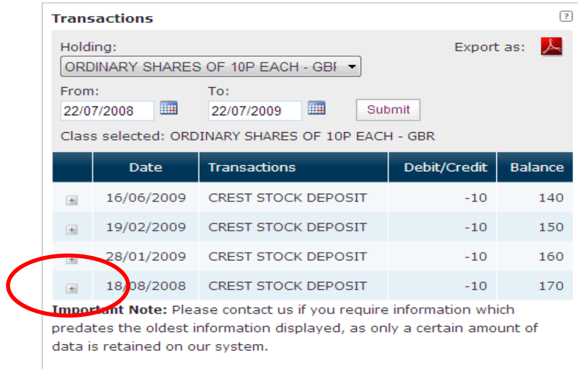
Select Date: 06/04/2010 Submit

Share Class	Register	Balance
ORDINARY SHARES OF 25 PENCE	GBR	1,517

THOMSON REUTERS © Reuters Limited. Restrictions apply.

Warning: The above balance does not include any transaction in the

The user can only search back up to a year and cannot select a future date. If they do either of these the price and the value column will **not** be populated.



Transactions

Holding: ORDINARY SHARES OF 10P EACH - GBI Export as:

From: 22/07/2008 To: 22/07/2009 Submit

Class selected: ORDINARY SHARES OF 10P EACH - GBR

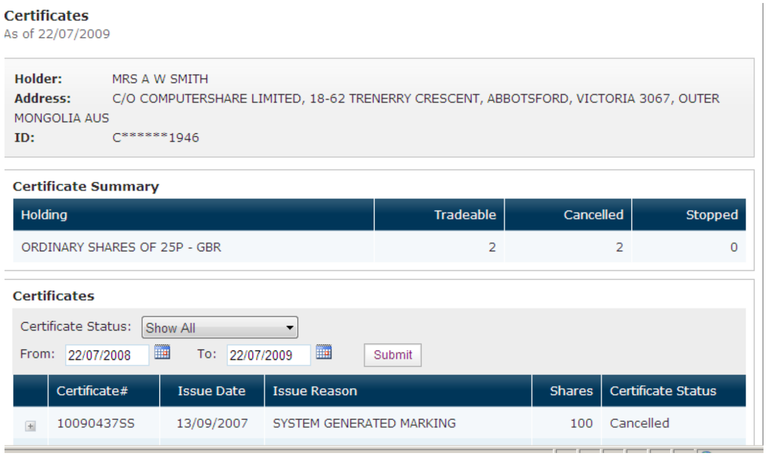
	Date	Transactions	Debit/Credit	Balance
+	16/06/2009	CREST STOCK DEPOSIT	-10	140
+	19/02/2009	CREST STOCK DEPOSIT	-10	150
+	28/01/2009	CREST STOCK DEPOSIT	-10	160
+	18/08/2008	CREST STOCK DEPOSIT	-10	170

Important Note: Please contact us if you require information which predates the oldest information displayed, as only a certain amount of data is retained on our system.

Above the 'expand detail' box has been circled. If the user would like more detail on the transaction they can click on this box and see details on old transactions, run number and transaction number. The transaction list also can be exported in a PDF format.

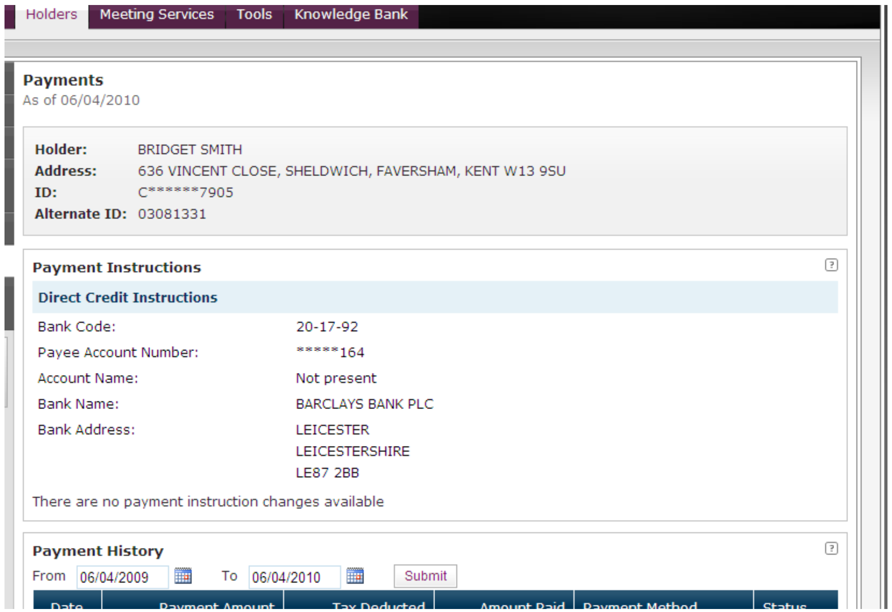
4.9 Certificates

If the holder has more than one certificated class there is an option to see **all** certificates across all classes. The holding column will show all certificates across certified classes.

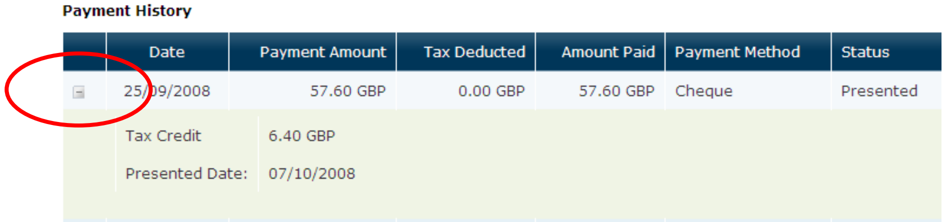


4.10 Payments

This page shows all the detail for this holder's payments history, such as dividend payments, reinvestments etc.

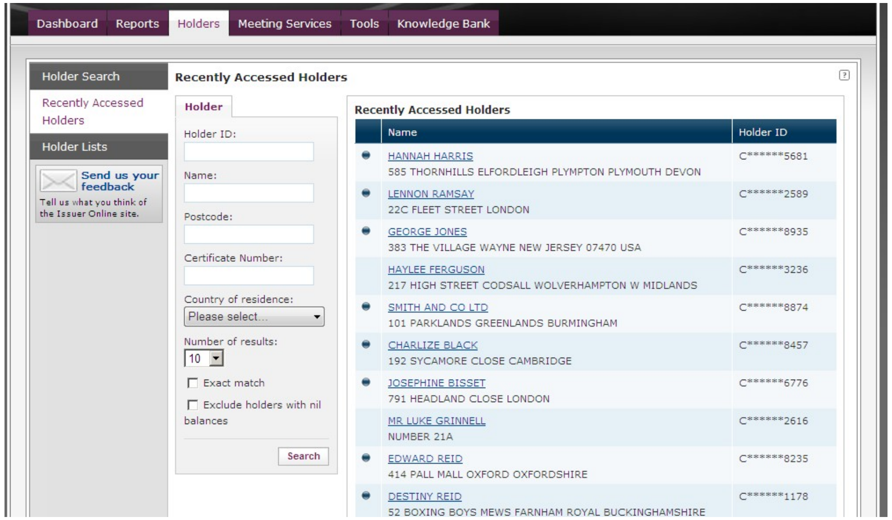


The first column of information is the 'expand detail' box. If the user would like more detail on the payment they can click on this box and see details on the payment amount, tax deducted, payment method, tax credit and presented or un-presented (cheque payments only).



4.11 Recently Accessed Holders

The Recently Accessed Holders page will display the ten most recently accessed holders that you have viewed. From this page it is possible to retrieve the details of a recently viewed holders for viewing.

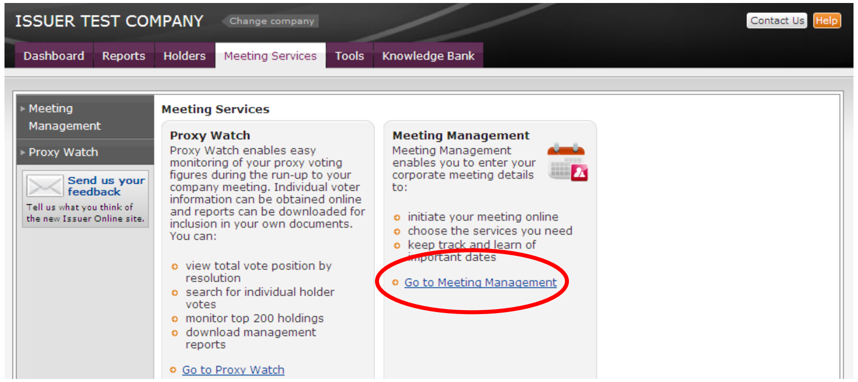


5. MEETING SERVICES

5.1 Meeting Management

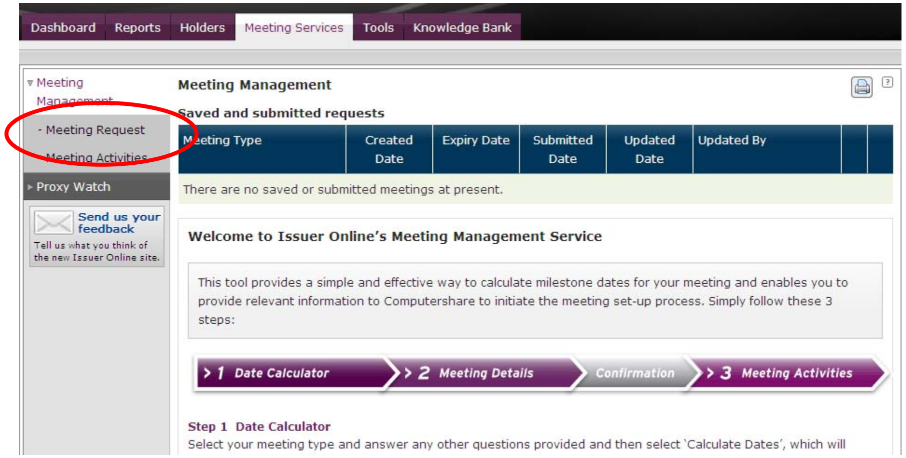
Meeting Management enables you to enter your corporate meeting details, initiate a meeting online as well as keeping track of important dates and milestones. Simply click on the link circled to access Meeting Management and begin the process.

If you are using the Meeting Management tool for the first time there will be no saved or submitted requests.



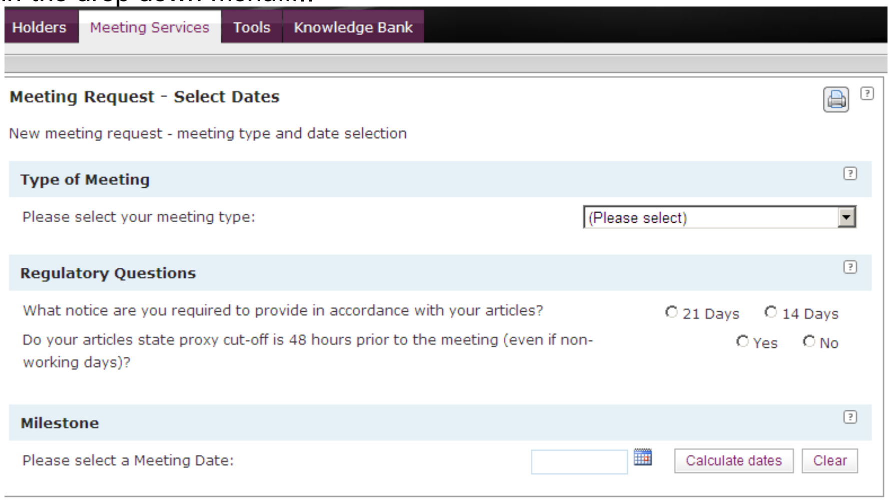
5.1.1 Meeting Request – Select Dates

To initiate a meeting online click on the Meeting Request button in the left hand menu.

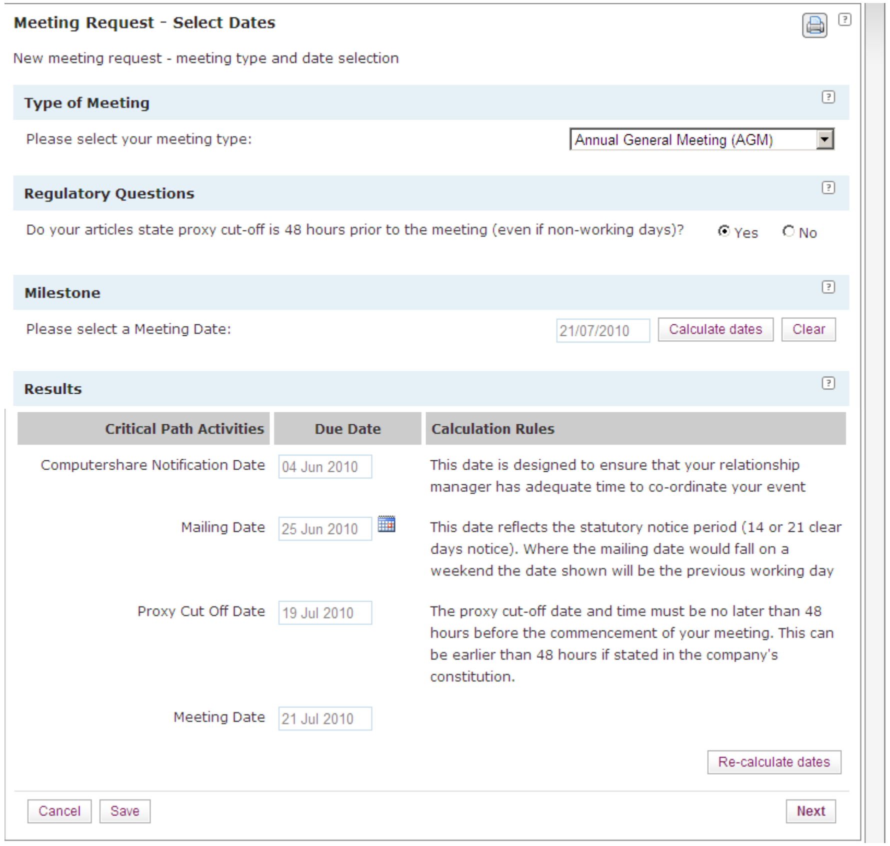


5.1.2 Meeting Request – Select Dates

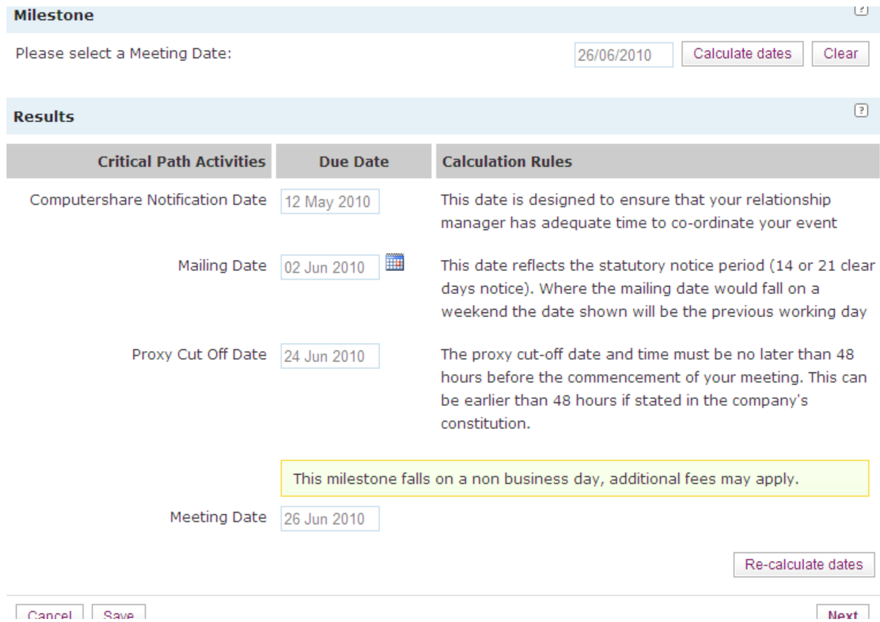
The system will require you to select your meeting type from the list given in the drop down menu.....



Once the meeting type has been selected this, answer the regulatory questions the system will display, then enter your first milestone which is the date of the meeting. Once the meeting date has been input you can click on the “Calculate Dates” button. This will then drive the results and your “critical path activity dates” for the Meeting.



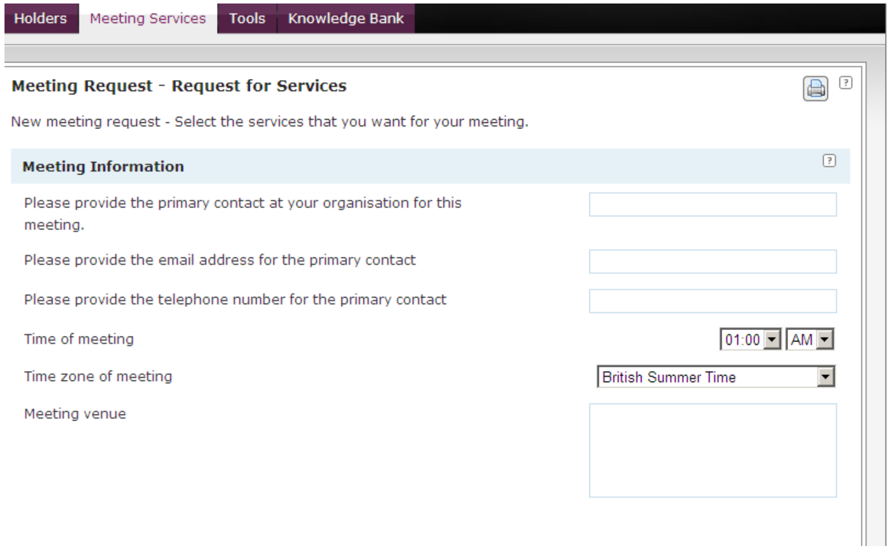
If any of the dates fall on a weekend or a public holiday, a notification will appear in the window as show in the following image.



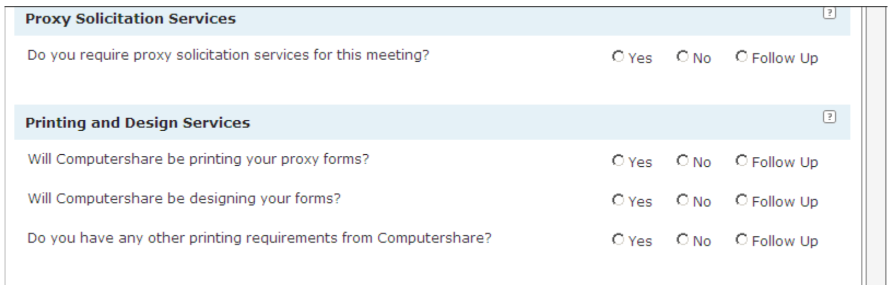
To recalculate the dates simply click on “Cancel”. If you are happy with the milestones then click on “NEXT”.

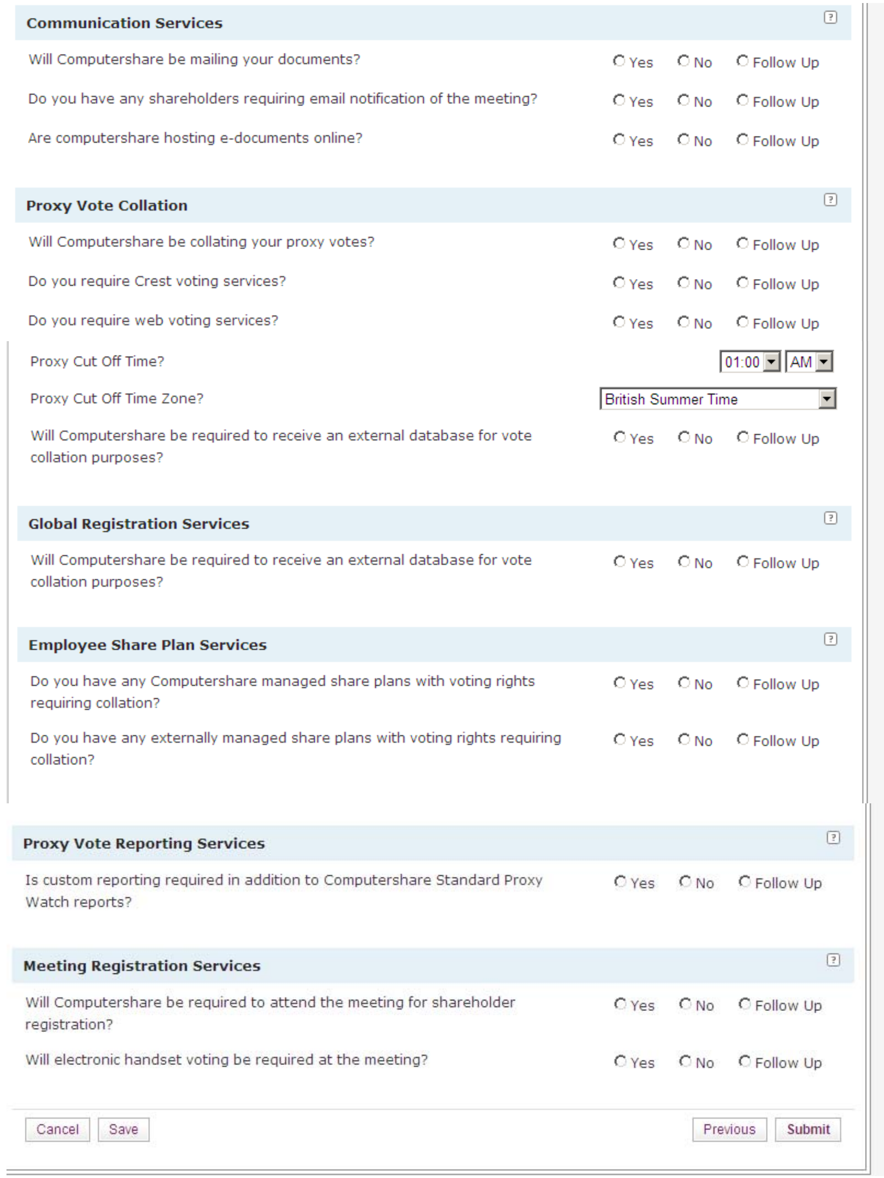
5.1.3 Meeting Request – Request for Services

The next stage of the process requires you to enter information about your meeting, such as a primary contact at your organisation, time of meeting, address of the venue....



....and select services you would like Computershare to perform on your behalf, by selecting: “Yes”, “No” or “Follow Up”. If “Follow Up” is selected your Computershare representative will contact you to discuss your requirements.





Please click on Submit once you have finished your selection.

5.1.4 Meeting Request Confirmation

A confirmation page with all the meeting details will display, which you can scroll down and check, or take a print of. Once happy click on **"Activities"** and proceed to the final step.

Confirmation

Thank you for submitting the details of your upcoming meeting.
An email has been sent to you to confirm the details of your request. You may also print this page using the icon above as confirmation.

Please proceed to the final step by clicking on Activities.

Submitted date: 29 Apr 2010 01:56 PM

Type of Meeting

Please select your meeting type:	Annual General Meeting (AGM)

Regulatory Questions

Do your articles state proxy cut-off is 48 hours prior to the meeting (even if non-working days)?	Yes

Milestone

Please select a Meeting Date:	29 Jun 2010

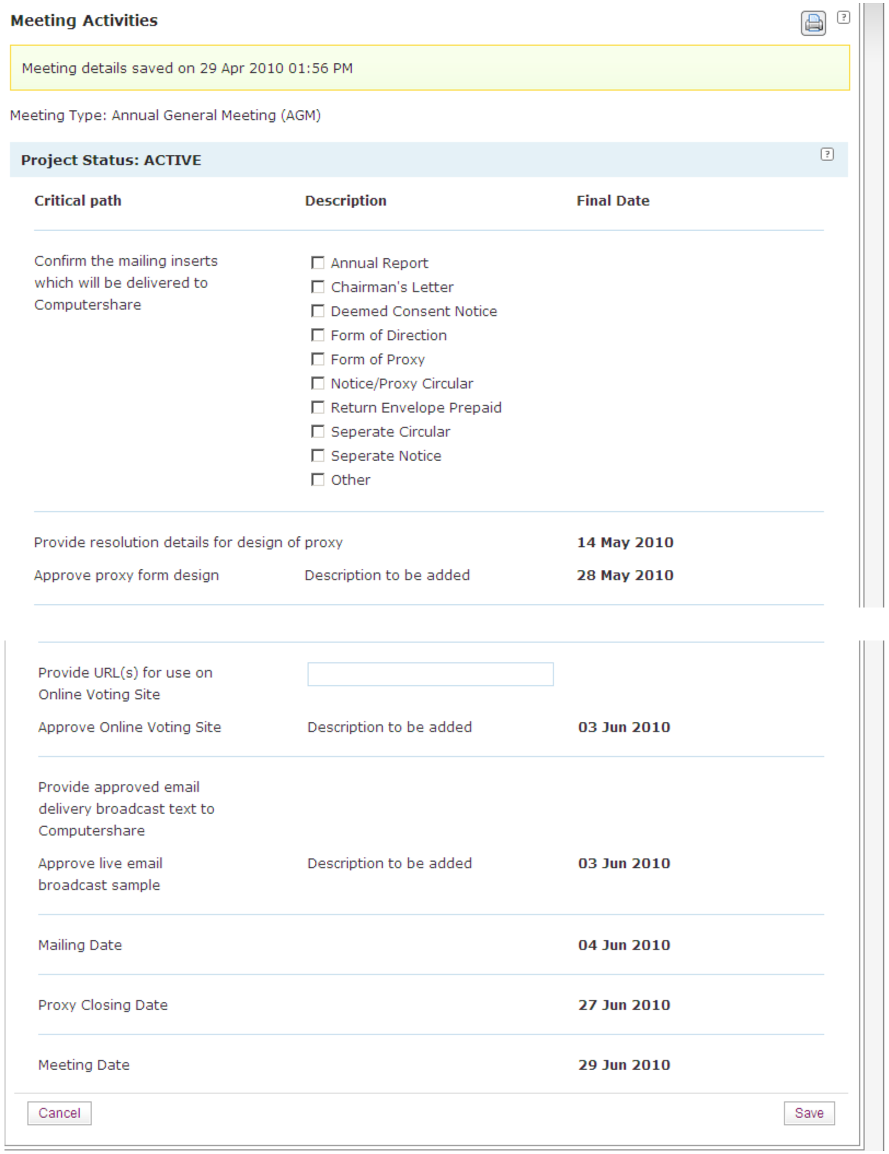
Results

Critical Path Activities	Due Date	Calculation Rules
Computershare Notification Date	14 May 2010	This date is designed to ensure that your relationship manager has adequate time to co-ordinate your event
Mailing Date	04 Jun 2010	This date reflects the statutory notice period (14 or 21 clear days notice). Where the mailing date would fall on a weekend the date shown will be the previous working day
Proxy Cut Off Date	27 Jun 2010	The proxy cut-off date and time must be no later than 48 hours before the commencement of your meeting. This can be earlier than 48 hours if stated in the company's constitution.
Meeting Date	29 Jun 2010	

Meeting Information

Please provide the primary contact at your organisation for this meeting.	A person
Please provide the email address for the primary contact	name@provider.co.uk
Please provide the telephone number for the primary contact	0123456789
Time of meeting	01:00 AM
Time zone of meeting	British Summer Time
Meeting venue	1 The Venue The street The City Postcode

Follow the instructions of the Meeting Activities page, such as confirming the type of mailing inserts, any URL or web addresses to be included, then select save.



Meeting Activities

Meeting details saved on 29 Apr 2010 01:56 PM

Meeting Type: Annual General Meeting (AGM)

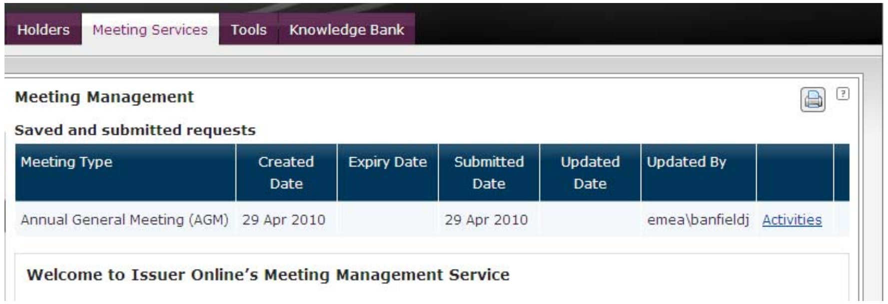
Project Status: ACTIVE

Critical path	Description	Final Date
Confirm the mailing inserts which will be delivered to Computershare	☐ Annual Report ☐ Chairman's Letter ☐ Deemed Consent Notice ☐ Form of Direction ☐ Form of Proxy ☐ Notice/Proxy Circular ☐ Return Envelope Prepaid ☐ Seperate Circular ☐ Seperate Notice ☐ Other	
Provide resolution details for design of proxy		**14 May 2010**
Approve proxy form design	Description to be added	**28 May 2010**
Provide URL(s) for use on Online Voting Site		
Approve Online Voting Site	Description to be added	**03 Jun 2010**
Provide approved email delivery broadcast text to Computershare		
Approve live email broadcast sample	Description to be added	**03 Jun 2010**
Mailing Date		**04 Jun 2010**
Proxy Closing Date		**27 Jun 2010**
Meeting Date		**29 Jun 2010**

Cancel   Save

5.1.5 Meeting management – Saved and Submitted requests

The request has now been saved an email notification will be sent to you and your Computershare representative.



Holders | Meeting Services | Tools | Knowledge Bank

Meeting Management

Saved and submitted requests

Meeting Type	Created Date	Expiry Date	Submitted Date	Updated Date	Updated By	
Annual General Meeting (AGM)	29 Apr 2010		29 Apr 2010		emea\banfieldj	Activities

Welcome to Issuer Online's Meeting Management Service

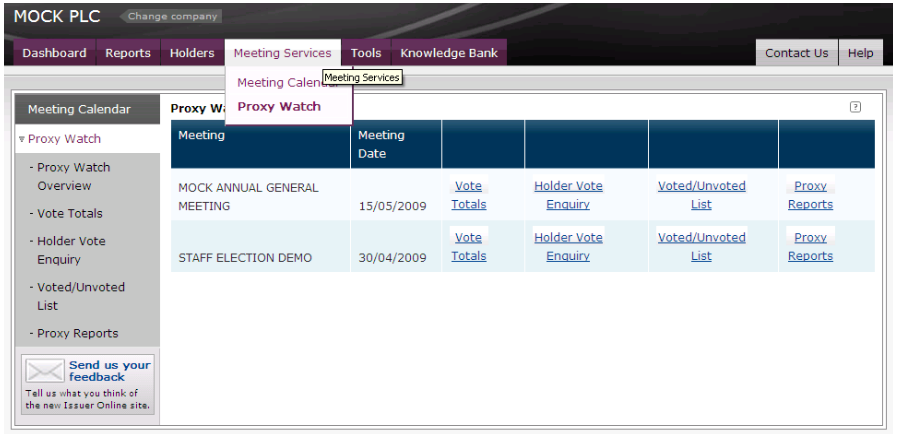
5.2 Proxy Watch

5.2.1 What is Proxy Watch?

Proxy Watch is a service that enables easy monitoring of proxy voting figures during the run up to a company meeting. The service will display a proxy marking from 30 days prior to the meeting taking place and 10 days after.

5.2.2 Accessing Proxy Watch

A link to Proxy Watch can be found in the Meeting Services horizontal menu bar:



5.2.3 Accessing proxy data

You can then choose between:

› Vote Totals

› Holder Vote Enquiry

› Voted/Unvoted list

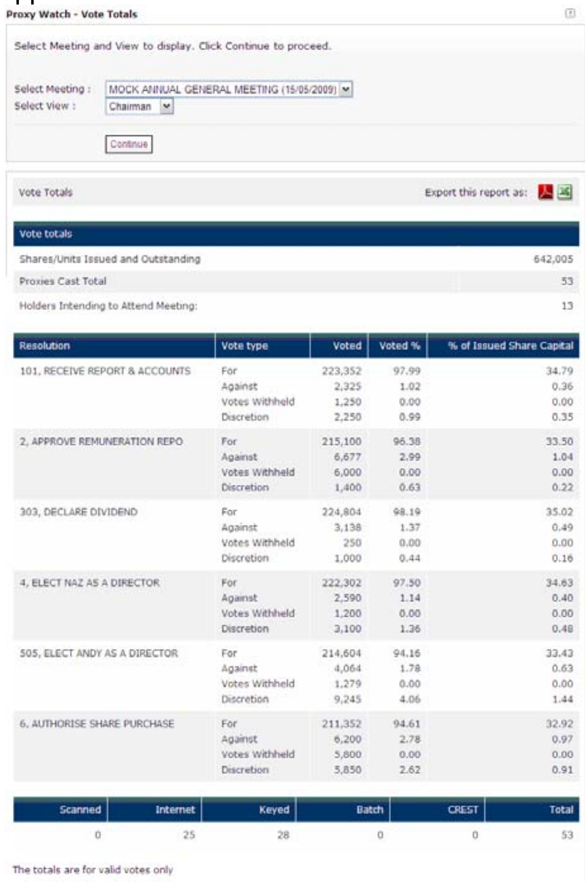
› Proxy Reports

You can navigate between the options by using the vertical menu bar on the left hand side.

5.2.4 Proxy Watch examples

a. Vote Totals

Vote Totals are displayed against each resolution and a summary of the vote source (scanned/keyed/internet) is also shown. You can view the summary for the Chairman or a total of all the third party proxy appointments.


Proxy Watch - Vote Totals

Select Meeting and View to display. Click Continue to proceed.

Select Meeting : MOCK ANNUAL GENERAL MEETING (15/05/2009)
Select View : Chairman

Continue

Vote Totals — Export this report as:

Vote totals	
Shares/Units Issued and Outstanding	642,005
Proxies Cast Total	53
Holders Intending to Attend Meeting:	13

Resolution	Vote type	Voted	Voted %	% of Issued Share Capital
101, RECEIVE REPORT & ACCOUNTS	For	223,352	97.99	34.79
	Against	2,325	1.02	0.36
	Votes Withheld	1,250	0.00	0.00
	Discretion	2,250	0.99	0.35
2, APPROVE REMUNERATION REPO	For	215,100	96.38	33.50
	Against	6,677	2.99	1.04
	Votes Withheld	6,000	0.00	0.00
	Discretion	1,400	0.63	0.22
303, DECLARE DIVIDEND	For	224,804	98.19	35.02
	Against	3,138	1.37	0.49
	Votes Withheld	250	0.00	0.00
	Discretion	1,000	0.44	0.16
4, ELECT NAZ AS A DIRECTOR	For	222,302	97.50	34.63
	Against	2,590	1.14	0.40
	Votes Withheld	1,200	0.00	0.00
	Discretion	3,100	1.36	0.48
505, ELECT ANDY AS A DIRECTOR	For	214,604	94.16	33.43
	Against	4,064	1.78	0.63
	Votes Withheld	1,279	0.00	0.00
	Discretion	9,245	4.06	1.44
6, AUTHORISE SHARE PURCHASE	For	211,352	94.61	32.92
	Against	6,200	2.78	0.97
	Votes Withheld	5,800	0.00	0.00
	Discretion	5,850	2.62	0.91

Scanned	Internet	Keyed	Batch	CREST	Total
0	25	28	0	0	53

The totals are for valid votes only

In addition to the Proxy Watch reporting area, this information can be exported in PDF or Excel format.

b. Holder Vote Enquiry

Voting intention is displayed against each resolution, together with the total units available and the source of the vote.

You can customise your search by entering:

› Shareholder reference number
› Name
› Postcode
› Country (for out of residence shareholders)
› Number of results to show.

Then click on ‘Submit’.

Proxy W Proxy Watch **mmary**

Select Meeting: MOCK ANNUAL GENERAL MEETING (15/05/2009)

Holder Details:	MR BEN VICKERY
Address:	C/O COMPUTERSHARE INVESTOR SERVICES, THE PAVILIONS, BRISGWATER ROAD, BRISTOL, BS99 7NH
SRN/HIN :	C0000000001

Holder Vote Summary	
Lodgement Date	04/08/2008
Proxy Appointee	Apportion vote lodged
Total Units	1,000
Total Votes	300
Voting Source	Keyed
Intend to Attend Meeting	N

Resolution	For	Against	Votes Withheld	Discretion	Invalid
101, RECEIVE REPORT & ACCOUNTS	300	0	0	0	0
2, APPROVE REMUNERATION REPO	300	0	0	0	0
303, DECLARE DIVIDEND	300	0	0	0	0
4, ELECT NAZ AS A DIRECTOR	300	0	0	0	0
505, ELECT ANDY AS A DIRECTOR	300	0	0	0	0
6, AUTHORISE SHARE PURCHASE	300	0	0	0	0

Please Note: Results are subject to audit and verification.

c. Voted/Unvoted List

An on screen summary list can be customised to show the top 200 holders who have or have not voted, or both combined.

Proxy Watch - Voted/Unvoted List

Please select the criteria for Top Holders Voted/Unvoted List

Select Meeting: MOCK ANNUAL GENERAL MEETING (15/05/2009)
Vote Status: All Voted Unvoted

Continue

Top Holders - Voted/Unvoted List Search — Export this report as

SRN/HIN	Name	Total Eligible Votes*	Voted
C0000000051	MOCK NOMINESS LIMITED <A/C 1>	100,000	100,000
C0000000052	MOCK NOMINESS LIMITED <A/C 2>	100,000	100,000
C0000000053	MOCK NOMINESS LIMITED <A/C 3>	100,000	0
C0000000054	MOCK NOMINESS LIMITED <A/C 4>	100,000	0
C0000000055	MOCK NOMINESS LIMITED <A/C 5>	100,000	0

In addition to the Proxy Watch reporting area, this information can be exported in PDF or Excel format.

d. Proxy Reports

Reports are automatically generated daily and a list of up to seven days’ reports is available. Each report can be downloaded in PDF or CSV format.

Proxy Watch - Report

Please select the report type and date and hit continue:

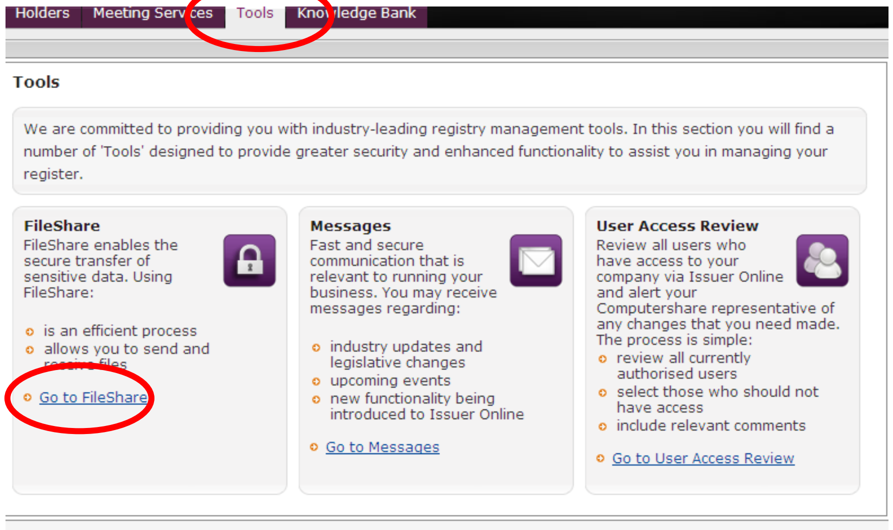
Select Meeting: MOCK ANNUAL GENERAL MEETING (15/05/2009)
Select Report: All
Select Date: 04/05/2009

Continue

Report	Date	Download
Vote Totals Report	04/05/2009	
Brief Proxy Listing	04/05/2009	

6. TOOLS

The Tools feature provides the user with FileShare, Messages and User Access Review, all designed to provide greater security when managing your register.

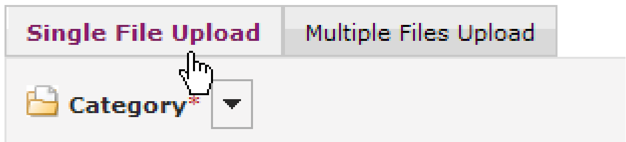


6.1 FileShare

FileShare helps eliminates the risk in sending and receiving sensitive shareholder confidential information between Computershare and our clients.

A user can access FileShare via the 'Tools' menu or by clicking on the '<u>Go to FileShare</u>' link.

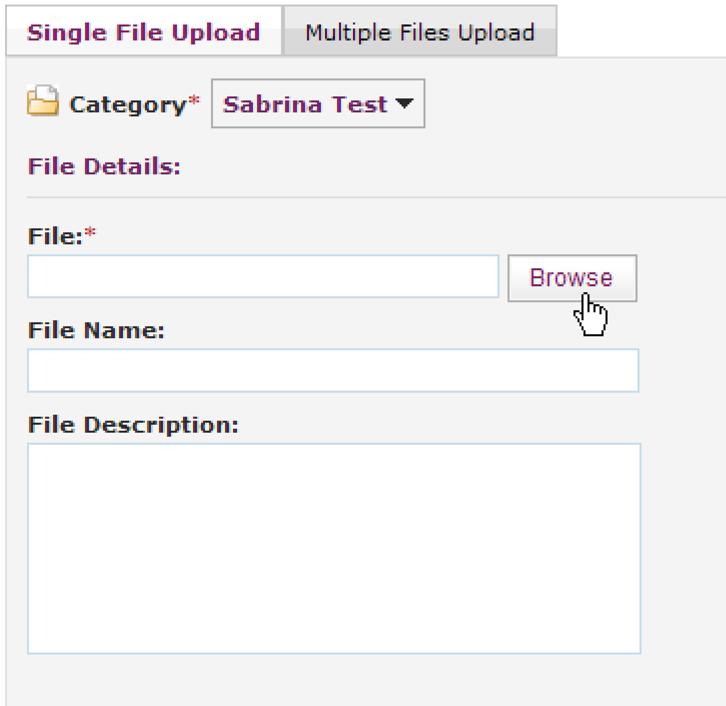
If uploading a single file then the 'Single File Upload' tab should be selected as shown below.



Then a category should be selected from the drop down. These include:

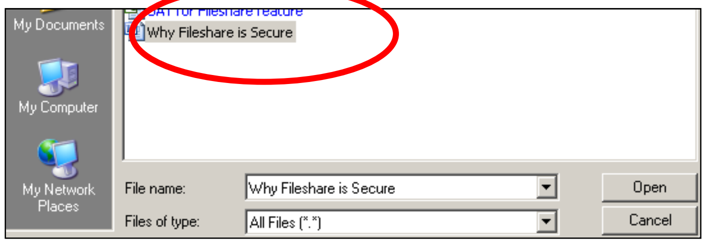
- Administration or Legal
- Allotments
- Contribution Files
- Corporate Actions
- Corres or Document Proofing
- Employee Plans
- Investor Data or Exports
- Other
- Reporting
- Statistics or Management

Then use the 'Browse' function to search for the file you wish to share.



The FileShare functionality allows you to select a file (to a maximum size of 22MB) to upload.

Select your file and click on ‘Open’.



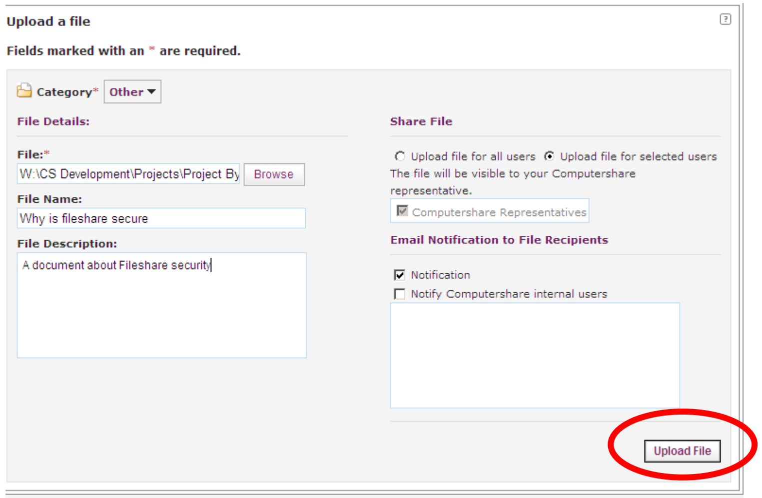
Insert a file name and a short description of what is contained in the file. You can then choose who you want to share the file with:-

All Users
This option allows you to send the file to **all** users who are authorised to view files both internally within your own group and externally with your Computershare Relationship Management team.

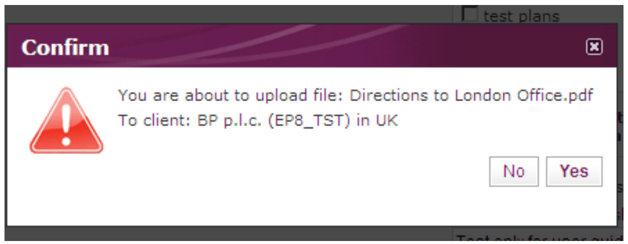
Selected Users
This option will automatically make the system default and send the file to the relevant representatives from your Computershare Relationship Management team, but you can continue to select individual users from your own company.

You also have the option to add a Notification and insert comments.

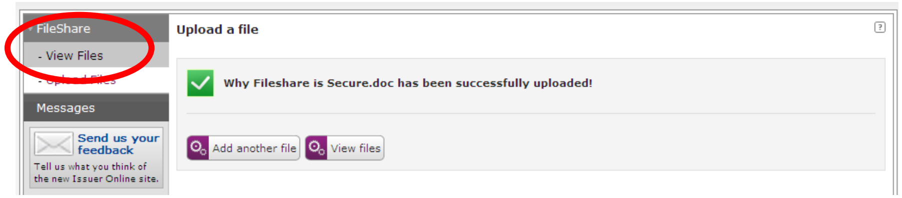
Then click on the ‘Upload Files’ option.



Before the virus scan takes place you will receive a final confirmation screen about which file you are uploading and to which company. If it is not the correct company/document click NO and you have the opportunity to go back and start the Fileshare process again. If it correct then click YES to continue.

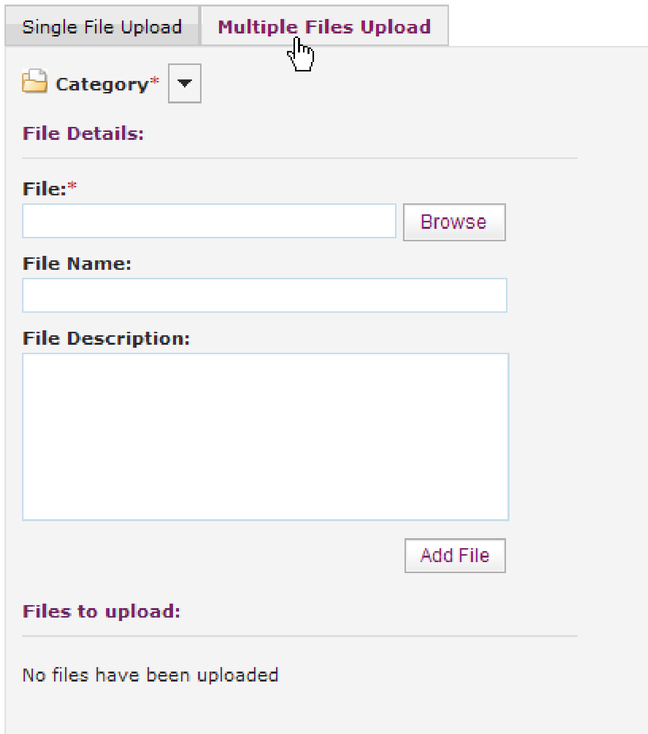


The system will then display that the file has been successfully uploaded.



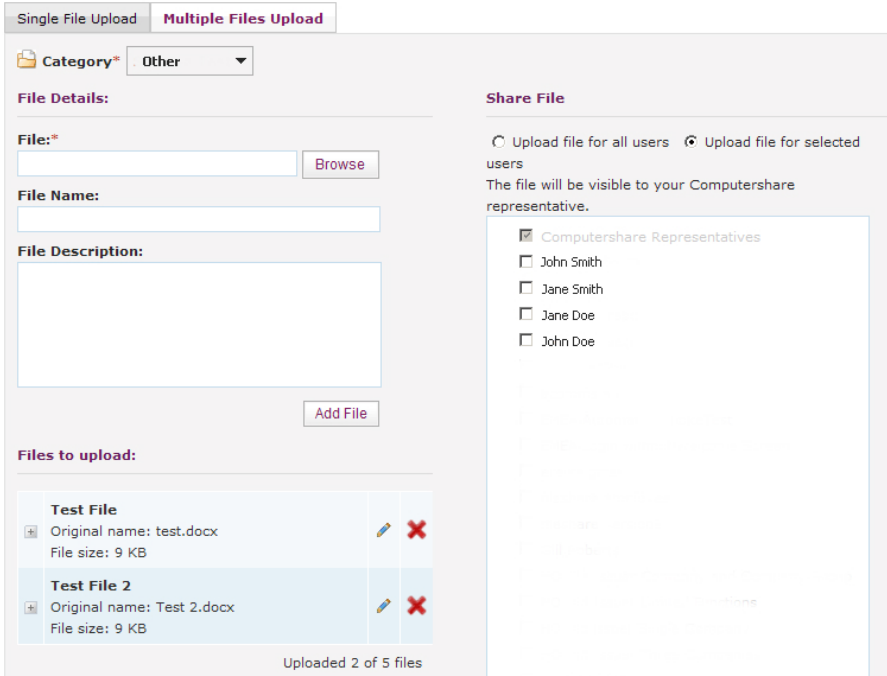
The recipient will be able to access/view the files using the View Files link.

If uploading multiple files then the 'Multiple File Upload' tab should be selected as shown below.

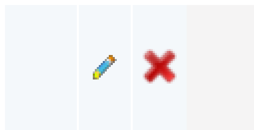


Select a Category, Browse to the relevant file, select it and then give it a File Name and Description following the same process as for a 'Single File Upload'. Then click on 'Add File'.

Each file added will appear below in a 'Files to upload' list. You can repeat this up to five times.



If you need to edit the File Name and/or the description after adding a file to this list then click on the edit icon (pencil). To remove a file from this list click on the red 'X'. Both icons are shown below.



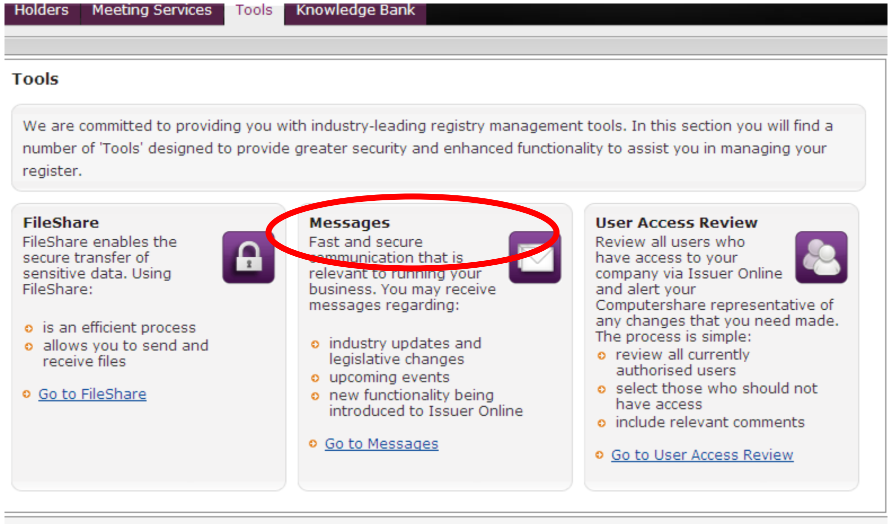
Once all required files have been added to the list click on ‘Upload File’. You will be asked to confirm that you wish to upload the files.

On agreeing the files will be virus scanned and then uploaded. A confirmation screen will show the list of successfully uploaded files. The files can then be viewed on the ‘View Files’ page

6.2 Messages

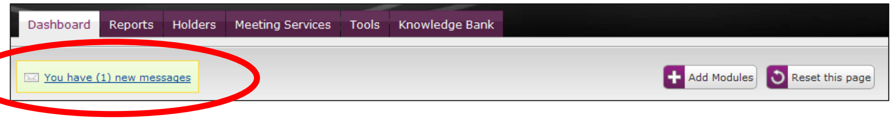
The Messages feature is a notification tool that provides the user with useful updates from Computershare on:

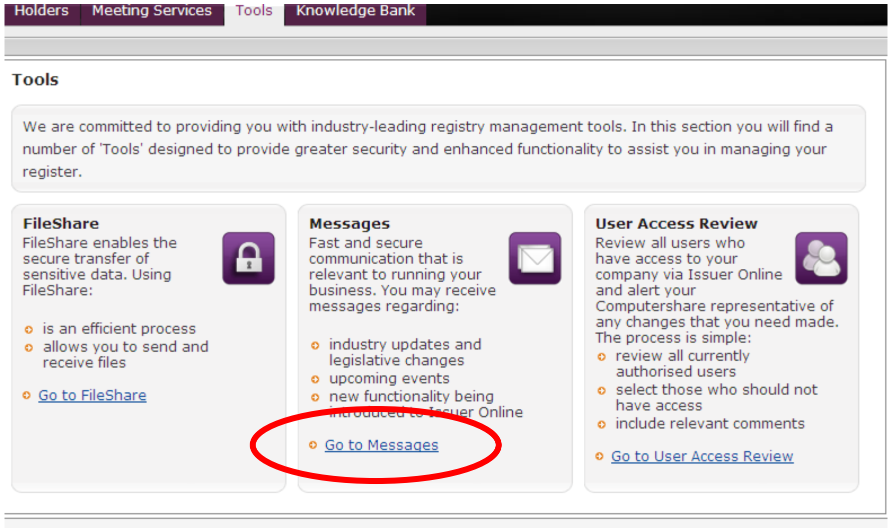
› industry and best practise
› legislative changes
› upcoming events and seminars
› new products and enhanced Issuer Online functionality.



This feature is a fast and secure way for Computershare to impart information that is relevant and important to our clients.

Any new messages will show in a box in the top left hand corner above the Dashboard tab of the toolbar as shown below.



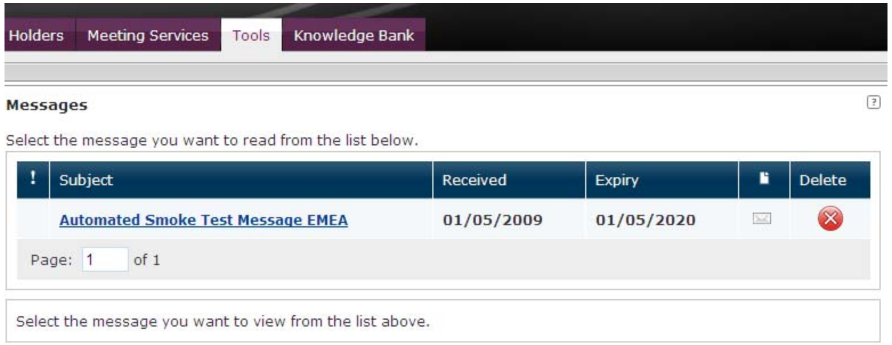


To access any previously opened messages the user can access Messages via the link ‘Go to Messages’ circled above.

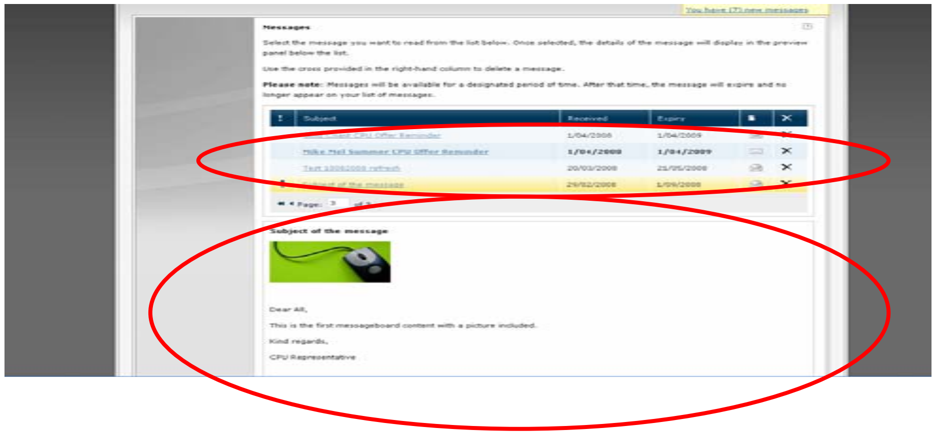
The user will be able to see when the message was received in the messages inbox as well as the expiry. The expiry date is set by the Message Admin person when they are creating the message.

Next to the Expiry column the user will be able to see whether they have previously read the message or not by the following icons:

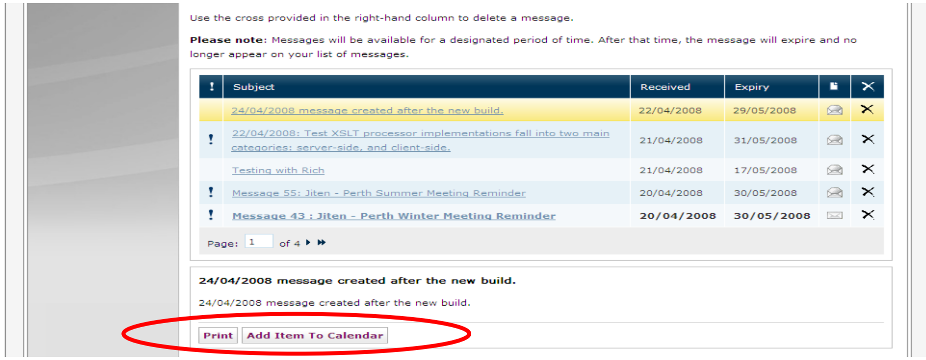
 This is the icon that will be displayed if the message is UNREAD.
 This is the icon that will be displayed if the message is READ.



When the user selects the message they want to read, the details will be displayed in the panel under the list of messages. Each message will be accessible until the date provided in the 'Expiry' column, after which time it will be automatically removed from your list of messages.

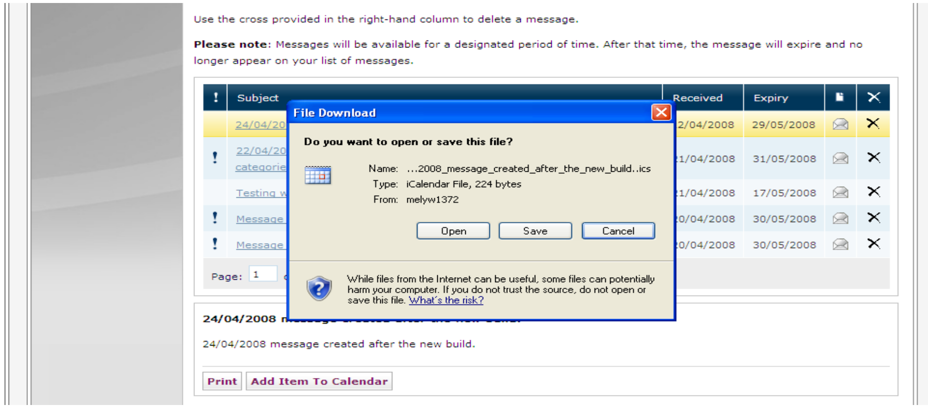


At the bottom of each message users have selected they will see the options 'Print' and 'Add Item to Calendar'.



‘Add Item To Calendar’

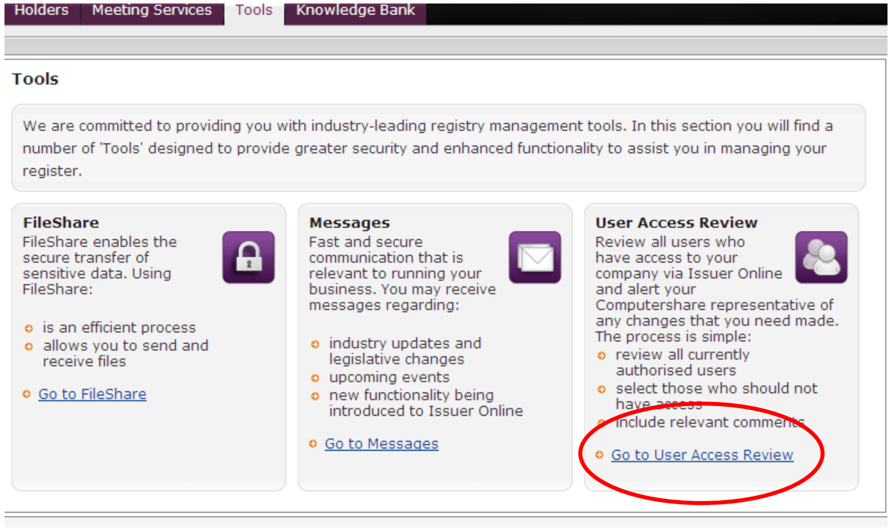
This option will allow the user to add this item as a reminder or invite into their own network calendar (such as Outlook). A date calendar reminder is set up by the message creator in the Admin tab when they are setting up the properties of the message. This is optional and generates an .ics file which will work with most electronic calendars.



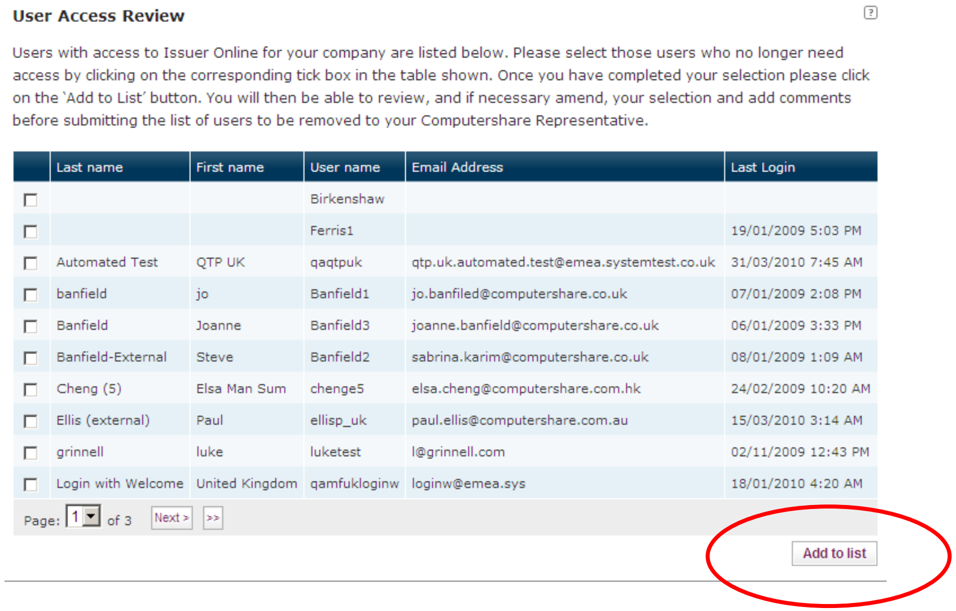
If the user clicks on Open, a calendar entry will appear to be saved into the user’s network calendar.

6.3 User Access Review

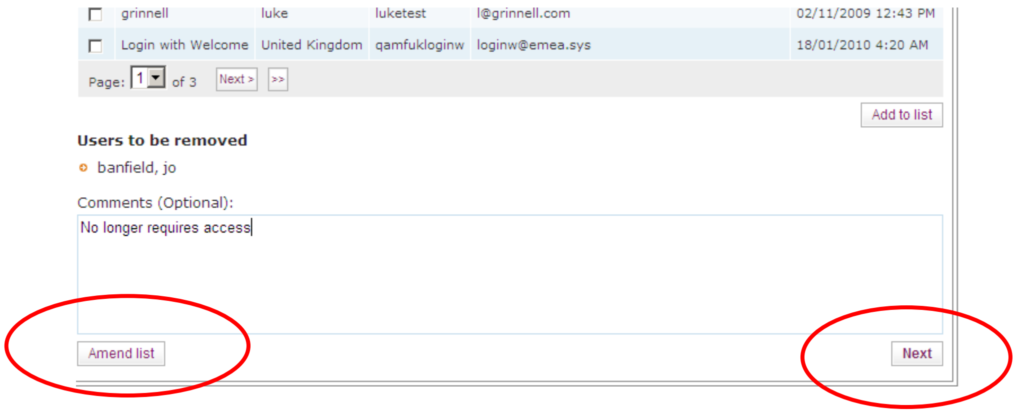
User Access review allows users with the appropriate access level to review all users who have access to their company in Issuer Online. If you wish to review who has access simply click on the <u>Go to User Access Review</u> link on the main Tools menu page.



If you have a user who no longer needs access then simply check the box next to their name, and click on the <u>Add to List</u> button

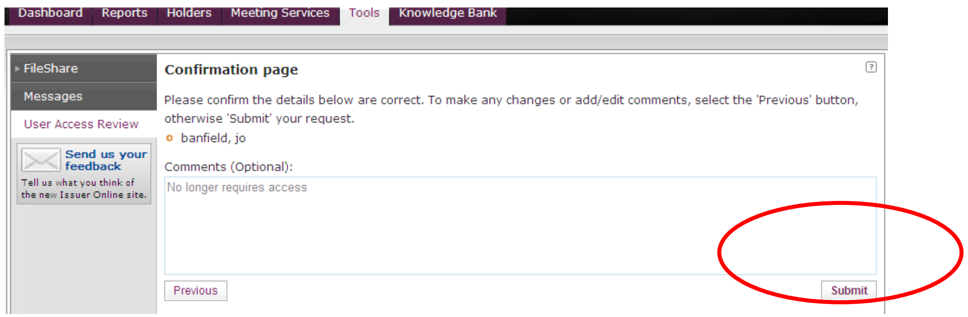


	Last name	First name	User name	Email Address	Last Login
☐			Birkenshaw		
☐			Ferris1		19/01/2009 5:03 PM
☐	Automated Test	QTP UK	qaqtpuk	qtp.uk.automated.test@emea.systemtest.co.uk	31/03/2010 7:45 AM
☐	banfield	jo	Banfield1	jo.banfiled@computershare.co.uk	07/01/2009 2:08 PM
☐	Banfield	Joanne	Banfield3	joanne.banfield@computershare.co.uk	06/01/2009 3:33 PM
☐	Banfield-External	Steve	Banfield2	sabrina.karim@computershare.co.uk	08/01/2009 1:09 AM
☐	Cheng (5)	Elsa Man Sum	chenge5	elsa.cheng@computershare.com.hk	24/02/2009 10:20 AM
☐	Ellis (external)	Paul	ellisp_uk	paul.ellis@computershare.com.au	15/03/2010 3:14 AM
☐	grinnell	luke	luketest	l@grinnell.com	02/11/2009 12:43 PM
☐	Login with Welcome	United Kingdom	qamfukloginw	loginw@emea.sys	18/01/2010 4:20 AM



The user will then be added to the above list of individuals to be removed, and there is a free format text box for you to insert the reason they no longer require access. If you wish to add further individuals, at this stage just click on the <u>Amend list</u> button or to continue click on <u>Next</u>.

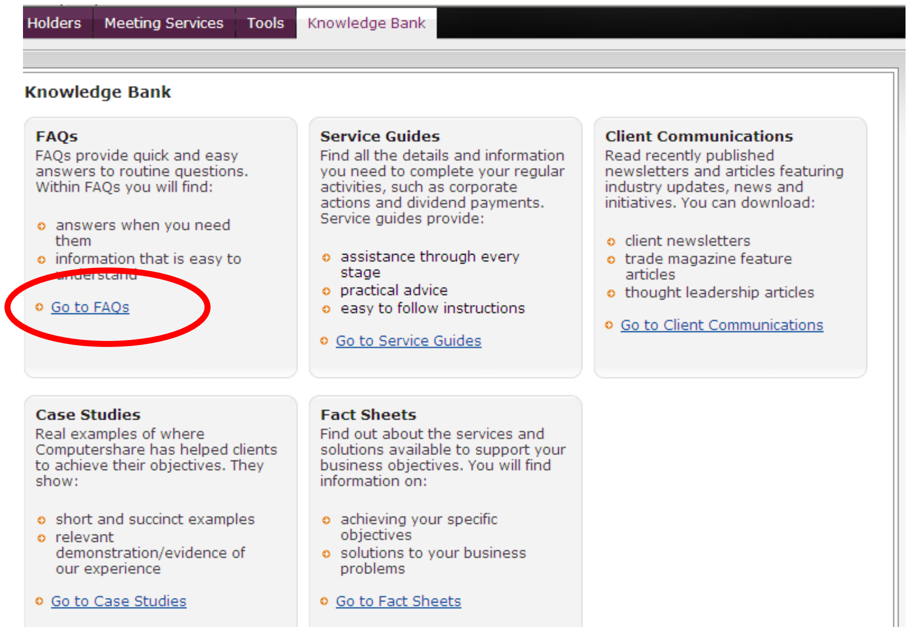
A confirmation page will then display, click on the <u>Submit</u> button, below, if you want to process the request. Your CPU representative will then be notified and process the removal on your behalf and contact you once complete.



7. Knowledge Bank

Knowledge Bank has been designed to provide users of Issuer Online with relevant and useful information on Computershare and other related industry or company matters. The sub menu items in Knowledge Bank include FAQs, Service Guides, Client Communications, Case Studies and Fact Sheets.

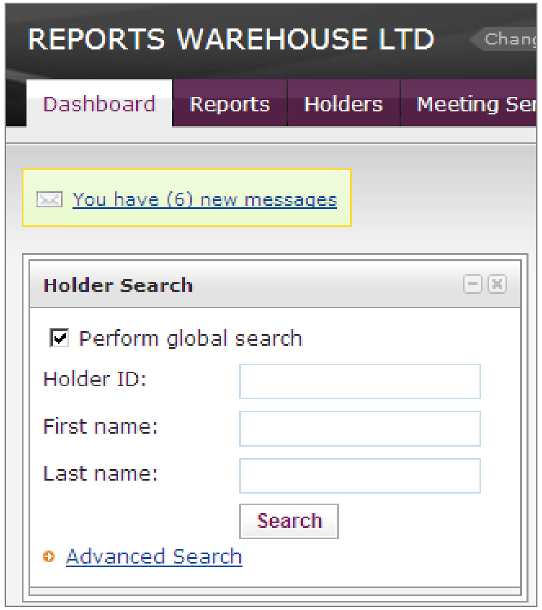
By selecting one of the menu links from the summary screen below the user can go straight to the information required. Each module provides a brief overview for the user on what can be accessed if they click on the link.



8. Global Issuer Functions

GIO offers the convenience of centralised access to your global investor records and, critically, direct visibility of your key global investors via integrated reporting. It is available online 24 hours a day, seven days a week except during scheduled maintenance. User access is secure and permission levels are flexible to accommodate the needs of different levels of staff.

8.1 Dashboard - Global Holder Search



The Dashboard Holder Search module within GIO will automatically default to global searching. By un-checking the **Perform global search** tick box it will revert to a local search only.

To perform a global search you must type the first name and surname or Holder ID in the relevant field. By selecting the advanced search link, a user will be taken to the main Holders area of GIO where they will have more search options available.

8.2 Reports

The main menu item ‘Reports’ includes a set of features that allow users of GIO to access all aggregated or local reports for that company.

Daily Reports will be held for 14 days and Monthly Reports for 13 months.

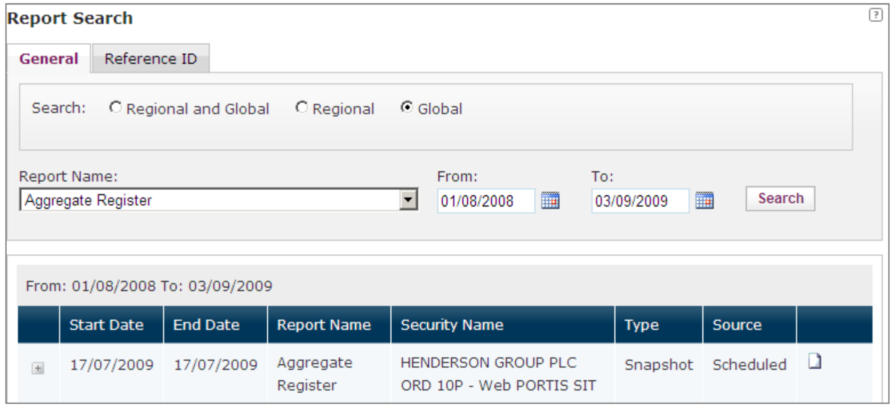
The ‘Reports’ sub menu contains four reporting categories:

5 Report Summaries
6 Report Overview
7 Report Search
8 On Demand Reporting

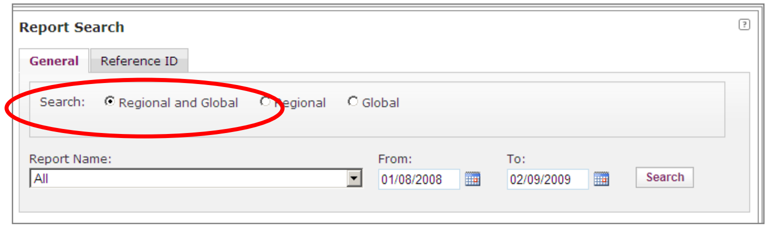
8.2.1 Report Overview

Global Reports can be accessed via the Report Overview page:

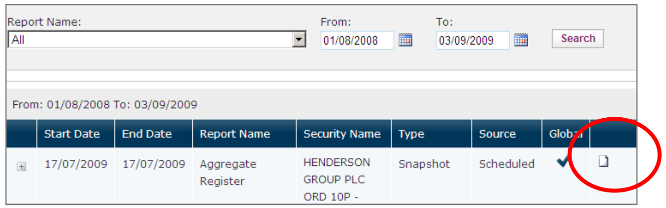
Clicking on the links will take the user to the Report Search area and populate the report name dropdown.



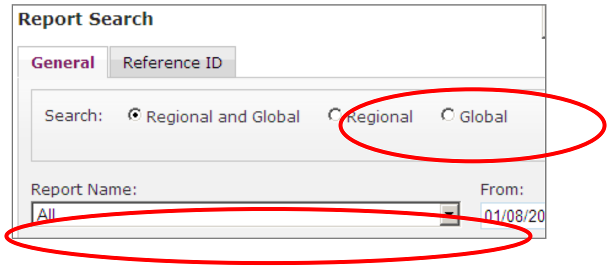
8.2.2 Report Search



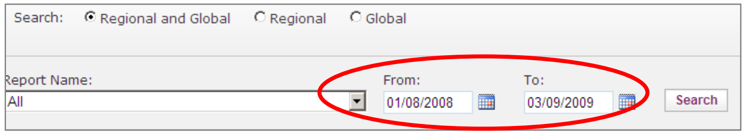
The new Report Search function will automatically default to display all Regional and Global Reports. The Global Reports can be identified by a tick in the Global column in the search results:



The user has the ability to refine their search criteria by clicking either the Regional or Global radio buttons:

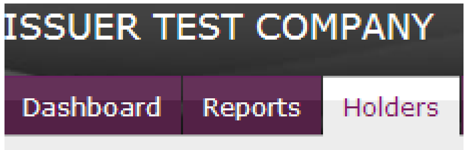


The user can also search by report name using the drop down menu and by date using the date range selector:



8.3 Global Holder Search

The Holders area located via the main horizontal navigation menu item. 'Holders' contains all the information a user needs to know about their shareholders and provides the ability to quickly search for an individual or group of holders. This replaces our previous Employee Watch function.



For a user to be able to search for a particular holder they need only click on the main menu item 'Holders' and the 'Perform global search' function will be displayed by default. If the user un-checks this box, the normal Holder Search criteria will display.

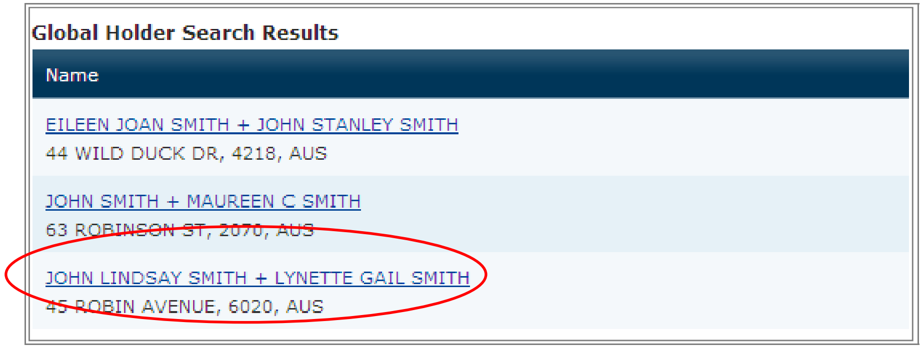
The user will then be able to search on the following criteria:

- Holder ID (SRN/HIN)
- First name*
- Middle name/s
- Last name*
- Corporation name
- Country of Residence
- Number of results

*** First and Last name or Holder ID must be populated when using the global search.**

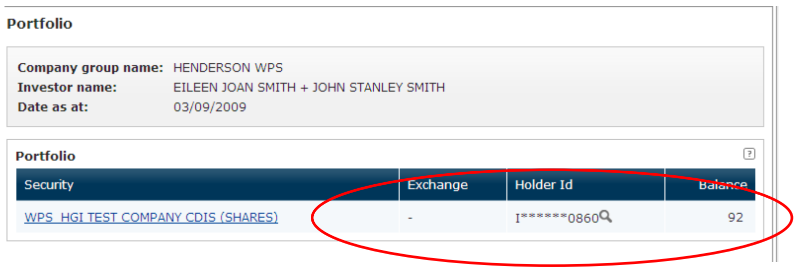
To commence the Holder Search the user must click on 'Search'.
The results returned will show the names and addresses found under the selected criteria. The system will also match your search criteria exactly, for example if you type 'B Smith' it will search for all 'B Smiths'; if there

are only five B smiths it will only display five regardless of the number of results you have chosen to display.

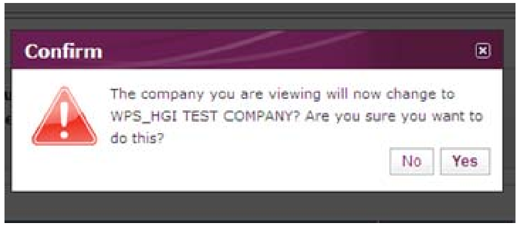


To drill down on a particular holder, the user can click on the holder's name and this will produce the 'Portfolio' for that holder – this displays their masked Holder ID and Balance.

Your permissions will determine if you can view the Holder ID/SRN or not. If you have permission you will see an image of a magnifying glass next to the Holder ID. By scrolling over the magnifying glass with your mouse the full Holder ID/SRN will display.



To view more details of a holding just click on the link in the Security column. If the Holding is held on a different register within that company then a confirmation screen will display advising you that the company is about to change and asking you "Are you sure you want to do this?"



If you answer **Yes**, the system will then direct you to the Holder snapshot page, where you can click on the links provided to view more detailed information on the holder. The information displayed in the Holder snapshot page may vary from region to region.