

## News Release

<b>Date:</b>	Wednesday 22 February 2017
<b>Subject:</b>	Still number one: Computershare's Skipton operation retains high Fitch mortgage servicing ratings

Bristol, Wednesday 22 February 2017 – Computershare has retained high ratings from agency Fitch for its management of a significant portion of its £67 billion UK mortgage portfolio, the company has confirmed.

Fitch this week awarded a RSS2+ Special Servicer Rating and a RPS1- Primary Servicing Rating to Computershare Loan Services' mortgage servicing operation headquartered in Skipton, Yorkshire, citing its "strong capabilities" and "highly automated systems" that had been designed to "drive operational efficiency".

In 2014, Computershare acquired Homeloan Management Limited (HML): a third-party mortgage administrator rated by Fitch and with offices in Skipton, Derry and Glasgow, and now manages the 250,000-loan, £27.7 billion book as part of its Computershare Loan Services business.

Andrew Jones, Chief Executive Officer at Computershare Loan Services, said: "The high ratings issued by Fitch highlight just how successfully this substantial book of mortgages is being run by Computershare Loan Services – and how our work remains at the cutting edge of our industry.

"As well being the largest third-party mortgage servicer in the UK, we remain the best-rated; and recent contract wins, such as with Sainsbury's Bank, and product development have ensured that we are well positioned for the next 12 months and beyond.

"Above all the ratings reflect the continued high standards and hard work of my colleagues across the organisation, and I'd like to thank them again for everything we have achieved together so far."

In its announcement, Fitch singled out Computershare Loan Services' Skipton-headquartered operation's "experienced senior management", which it said had been "strengthened with experienced additions" from its operation in Crossflatts and Doxford, where it has serviced the mortgages of UK Asset Resolution (UKAR) since

# NEWS RELEASE

June 2016, bringing the total volume of assets under its management to over £60 billion.

Fitch also said that call performance statistics and timescales for handling correspondence at Computershare Loan Services' Skipton-headquartered operation remain better than rated peers.

The agency also said that the portion of Computershare's business that it assessed continues to demonstrate "the use of a variety of resolution methods to good effect and robust oversight of its third- party suppliers."

Fitch described average company tenure for operational staff and managers at Computershare Loan Services' Skipton-headquartered operation as "high when compared with rated peers", and said that its "experienced staff provides a more efficient servicing operation, particularly in the management of non-performing loans."

The agency's analysis also pointed to Computershare Loan Services' Skipton-headquartered operation's "continued commitment to staff development, with high training hours for new hires, and its robust risk management framework - which is in line with market best practice."

The Primary Servicer Rating replaces UK Primary (Prime and Subprime) Ratings of the same grade following Fitch's removal of the distinction between prime and subprime loans for EMEA residential primary servicing activities.

ENDS

### **For any media enquiries**

Joe Williams

Public Relations Manager

+44 (0)370 702 0003 x1520

[joe.williams@computershare.co.uk](mailto:joe.williams@computershare.co.uk)

### **Notes**

1. Fitch's rating was of Homeloan Management Limited (HML) which remains a legal entity within the Computershare Group and forms part of its Computershare Loan Services division.
2. For high resolution images of spokespeople, visit <http://cpu.vg/spokespeople>.

### **Computershare Loan Services**

Computershare Loan Services is a leading international third-party mortgage servicing company, currently administering over \$100 billion of assets. We continue to invest in technology and servicing enhancements globally and in mortgage servicing rights across the USA. We help mortgage lenders optimize the performance of their portfolios and support hundreds of thousands of borrowers throughout the lifecycle of every loan.

Our expertise, experience and understanding of large volumes of complex financial data also help us provide insight and services to mortgage providers, investors and real estate professionals.

### **About Computershare Limited (CPU)**

Computershare (ASX: CPU) is a global market leader in transfer agency and share registration, employee equity plans, mortgage servicing, proxy solicitation and stakeholder communications. We also specialise in corporate trust, bankruptcy, class action and a range of other diversified financial and governance services.

Founded in 1978, Computershare is renowned for its expertise in high integrity data management, high volume transaction processing and reconciliations, payments and stakeholder engagement. Many of the world's leading organisations use us to streamline and maximise the value of relationships with their investors, employees, creditors and customers.

Computershare is represented in all major financial markets and has over 16,000 employees worldwide.

For more information, visit [www.computershare.com](http://www.computershare.com).