

## News Release

<b>Date:</b>	Monday 29 October
<b>Subject:</b>	Computershare still the best-rated UK third-party servicer following report from global agency Fitch

Skipton, Monday 29 October – Computershare has maintained its status as the best rated UK third-party mortgage servicer following the publication of a report on its operations by global agency Fitch.

In its paper, Fitch Ratings affirmed Computershare Loan Services' UK Residential Primary and Special Servicer Ratings as 'RPS1-' and 'RSS2+' respectively.

Andrew Jones, Chief Executive Officer at Computershare Loan Services, said: "These ratings demonstrate the consistent level of excellence that everyone at Computershare Loan Services is able provide to our clients.

"We have first-class systems at our disposal and a great range of talent throughout our organisation, and I'm very proud that we have again proven ourselves to be the best-rated at what we do."

In the report, Fitch praised Computershare Loan Services':

- Primary servicing activities as "highly automated, minimising potential user errors and maintaining operational efficiency"
- Timescales for handling customer calls and correspondence, which "compare well with the average of rated peers."
- "Robust oversight of third-party suppliers", which takes place "through a structured framework."
- Timeframe for making verbal contact with borrowers, which "compares well with peers."
- Training hours for staff members, which are "high compared with the average of rated peers."
- "Good" risk management, and "thorough and comprehensive" internal audit reports
- "Well-documented" and regularly-reviewed policies and procedures
- Industry experience among senior managers, which is "high" compared with the average of UK-rated peers

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# NEWS RELEASE

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**Notes**

1. For high resolution images of spokespeople, visit <http://cpu.vg/spokespeople>.

**Computershare Loan Services**

Computershare Loan Services is a leading international third-party mortgage service provider. We currently administer around £100 billion of assets globally and support hundreds of thousands of customers throughout the lifecycle of their loans. We apply our expertise, experience and advanced technology to provide insight and a variety of mortgage services, including loan administration and the management of large volumes of complex data, to help mortgage lenders and investors optimise the performance of their portfolios within a highly regulated environment. Computershare Loan Services is part of the Computershare group of companies.

**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).