

News Release

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| Date: | Thursday 17 November 2016 |
| Subject: | Computershare wins prestigious industry award for Best Debt and Arrears Management Strategy |

Bristol, Thursday 17 November 2016 – Computershare’s debt and arrears management strategy has been named the best in the industry at the Mortgage Finance Gazette Awards.

Computershare Loan Services took home the award for supporting its clients and their customers by improving services in a way that reduced arrears rates and helped borrowers avoid financial problems.

Andrew Jones, Chief Executive Officer at Computershare Loan Services, said: “As the UK’s biggest third-party mortgage servicer, the strategies we deploy to help customers avoid money problems can make a huge difference to the health and happiness of households across the country.

“We’re very proud of our work supporting our diverse range of clients with systems that are tailored to the particulars of their products and suited to the characteristics of their customers.

“We’re delighted to receive a prestigious Mortgage Finance Gazette Award for the third consecutive year and were pleased to have the chance to share experiences with others from the industry and discuss how to continue to raise standards.”

Computershare Loan Services was also highly commended in the ‘Community Services – non-lenders’ section of the awards for its £20,000 donation to The Money Charity, which has helped provide financial management workshops to 2,500 young people during 2016.

Earlier this year, the company was able to improve the way customers made repayments on a sizable book of mortgages, helping to relieve financial pressure, substantially decreasing arrears, avoiding repossessions – and bringing benefits to its client.

As many as 47% of customers on the book were not willing to use direct debit because the overwhelming majority were tied to inflexible mortgage payment dates, with most of their deadlines falling within the last three days of each calendar month.

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Computershare Loan Service's strategy, IT and finance teams worked together to produce a thorough analysis of customer pay days and other substantial commitments, and were then able to create six, new direct debit collection dates each month that would allow every customer to pick a day that complemented their wider financial schedule.

As a result of the changes between August 2015 and July 2016, there was a tangible decrease in customers falling behind with their payments, with 5% fewer incidences of accounts being in arrears than was forecasted under the old system.

Last year Computershare subsidiary HML was named the winner in the magazine's 'Best Customer Service/Treating Customers Fairly – Non Lenders' category as well as being highly commended in the categories of 'Innovation' and 'Best Debt and Arrears Management Strategy'.

Earlier this year, Computershare was appointed by the UK Government to service mortgages for UK Asset Resolution (UKAR).

The company currently services over £71 billion of mortgages and loans, which represents over half of the outsourced mortgages in the UK.

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Photo: James Hudson (L), Lead Strategist at Computershare Loan Services, and colleague Ian Carr, Director of Portfolio Servicing, with the company's Mortgage Finance Gazette 2017 Award for Best Debt and Arrears Strategy at the event in London on Wednesday 16 November 2016.

For any media enquiries

Joe Williams

Public Relations Manager

+44 (0)370 702 0003 x1520

joe.williams@computershare.co.uk

Notes

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

Computershare Loan Services (CLS)

Computershare Loan Services (CLS) 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.