



Enhancing Experiences Through Innovation

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Technology is transforming how issuers engage with shareholders, manage compliance, and execute critical corporate actions.

Meanwhile, investors expect instant, personalised access to information across channels. Partners must combine expertise in share administration, governance and regulatory technology with digital transformation to meet these needs and drive long-term value.

Computershare leads this evolution, placing issuer clients and shareholder experiences at the core of our strategy as we advance our digital systems.

Our focus is on creating more integrated interactions, ensuring that innovation is embedded in our products, platforms and services while introducing advanced applications, streamlined workflows and enhanced processes to drive efficiency and elevate service delivery.

Exceptional experiences start with an understanding of our clients. By investing in experience design, we can create engaging, consistent digital platforms, supported by robust UX/UI frameworks that ensure issuer clients and shareholders enjoy a modern, secure and mobile-enabled experience.

Sphere: Next-generation issuer platform

Sphere represents a new era in issuer engagement as an intuitive, secure platform that simplifies shareholder and capital management. Through constant client engagement, AI and reusable architecture, Sphere offers:

- > Simple Navigation: Quick access to insights and shareholder data with fast load times and intuitive search
- > Customisable Dashboards: Tailor your workspace for centralised shareholder views
- > Secure Access: Multi-Factor Authentication and Single Sign-On for robust security
- > Data Insights: Configure and analyse shareholder and capital data for informed decisions
- > Event Tracking: Monitor dividends, proxy votes, and other critical milestones
- > High Performance: Optimised for speed and reliability to meet complex requirements
- > Agile Development: Built for scalability and continuous improvement

The Sphere mobile app is an industry first, and its rollout continues globally, with South Africa scheduled to launch soon.

Investor Centre app

Investor Centre extends our platform to mobile, offering shareholders an intuitive, and secure experience. Key features include:

- > Instant access to holdings
- > Stronger security and data protection
- > Advanced authentication and identity verification
- > Compliance and regulatory assurance
- > Ability to update personal details and contact information, such as bank account details, with real-time verification
- > On-demand access to statements
- > Access to dividend payment advice for tax purposes

The app enables issuers to deliver important communications, such as proxy votes and reminders for key dates like dividend payments. This marks the beginning of an ongoing journey to enhance shareholder engagement through continuous innovation.

AI-driven experiences across our digital platforms

Our use of AI is well established, underpinned by strong technology and governance frameworks that support controlled and responsible innovation. Our digital applications are designed to transform client and shareholder experiences by embedding controlled AI capabilities into digital products and services.

AI-powered customer support

- > AI ChatBots and Agentic AI VoiceBots provide personalised, accessible support for shareholders
- > AI agent assist: Helps human agents make faster, more accurate decisions by suggesting responses and actions in real time

Enhanced service experience

- > AI enables more personalised interactions, improving satisfaction and reducing resolution times
- > Conversational AI tools analyse client queries and provide context-aware responses across web and mobile channels

As we continue to innovate and invest in the future, our commitment remains clear: to deliver evolving digital experiences that enhance insights, access management, and data and analytics for issuers and shareholders. Guided by our heritage and powered by technology, we are building a future-ready ecosystem. At Computershare, digital transformation is not just a program; it is the foundation of how we will continue to lead, support and empower our clients in a landscape defined by change.