

9th November 2011

Steps Computershare took to ensure security and protection of information

“Computershare filed a lawsuit in the United States District Court for the District of Massachusetts to seek the recovery of company property which was being withheld by an ex-employee.

Our employee handbook clearly states that all Computershare property must be returned upon termination of employment. As this was not forthcoming, we took appropriate action to ensure that no kind of confidential information remained in the possession of this ex-employee. Our approach in these cases is consistent, so this naturally included determining whether any confidential company information or proprietary or confidential shareholder information remained in their possession.

As a direct result of the lawsuit being filed we were able to gain access to the individual’s IT devices, and a forensic investigation was able to verify that the information that resided on the individual’s IT devices did **not include** confidential shareholder data though it did include confidential company information. All Computershare information was purged from the devices turned over by the employee during litigation.

As the case is still open, we are unable to make any further comment on the litigation at this point.”

Computershare has not only led our industry, but has been at the very forefront of the financial services world in thinking about and investing in data protection and related matters.

Over the past 3 years we have spent nearly 80 million dollars in this regard:

- 9M on encryption
- 8.5M on data leakage prevention (DLP)
- 15M on penetration and application testing
- 10M on identity access management
- 10M on intrusion detection and prevention, and anti-phishing
- 7.5M on DMZ strengthening
- nearly 15M on antifraud measures
- 2 million on security information and event management