## THE UK'S BEST REGISTRAR 2016 AS RATED BY THE CAPITAL ANALYTICS SURVEY

The survey asks all FTSE 350 companies

to rate the quality of their registrar's service



Only registrar whose client satisfaction increased

Rated No.1 in all eight major categories



Topped the survey 7 out of 10 years



<u>66 extremely strong</u> team 99

100% SATISFACTION **I** FOR MANAGEMENT **ACCESSIBILITY** RESPONSIVENESS

AND KNOWLEDGE

Account

management



## 99% CLIENT SATISFACTION FOR ACCURACY OF SHARE REGISTER

Satisfaction with ability to control out of pocket expenses COMPUTERSHARE 91% EQUINITI 77% CAPITA 71%

Service to company

96% **CLIENT SATISFACTION** WITH CALL CENTRE **COMPANY KNOWLEDGE** 

96% CLIENT SATISFACTION WITH PLANNING THE ANNUAL **GENERAL MEETING** EXTRAORDINARY **GENERAL MEETING** 

66 proactive in the planning process and the meeting itself 99

General meeting management

**REGISTRAR 2016** 

Overall satisfaction as rated by the Capital Analytics survey

THE UK'S BEST

Service to shareholders who telephone Service to shareholders who telephone

COMPUTERSHARE EQUINITI 87% CAPITA 85%

66 impressed with the capability of the call centre 99

Service to shareholders

COMPUTERSHARE **EQUINITI** 88% CAPITA

Service to shareholders

Dividend services

**WE PROCESS THE MOST COMPLEX DIVIDEND PAYMENTS** IN THE INDUSTRY

 $oldsymbol{100\%}$  client satisfaction FOR SERVICING SHAREHOLDERS **ACCURATELY** 



66 good overall service to shareholders 99

95% of our clients **WOULD RECOMMEND US** 

Willingness to recommend

**66** great registrar service and knowledge

99% CLIENT SATISFACTION WITH PAYMENT OF DIVIDENDS

> 66 dividend payments made correctly and efficiently