

# **Computershare Limited Full Year Results 2012 Presentation**

**Stuart Crosby  
Peter Barker**

**8 August 2012**





Stuart Crosby

**PRESIDENT & CHIEF EXECUTIVE OFFICER**

# Results Summary

## Statutory Results



	FY 2012	Vs FY 2011
<b>Earnings per share (post NCI)</b>	28.16 cents	(40.8%)
<b>Total Revenues</b>	\$1,840.8m	13.7%
<b>Total Expenses</b>	\$1,630.9m	30.4%
<b>Statutory Net Profit (post NCI)</b>	\$156.5m	(40.7%)
<b>Reconciliation of Statutory results to Management Adjusted results</b>		<b>FY 2012</b>
<b>Total Revenue per statutory results</b>		<b>\$1,840.8m</b>
<b>Management Adjustments</b>		
SLS bargain purchase		(16.3)
Profit on sale of software		(4.2)
Proceeds on sale of investments		(1.6)
<b>Total Management Adjustments</b>		(\$22.1)m
<b>Total Revenue per Management Adjusted results</b>		<b>\$1,818.7m</b>
<b>Net profit after tax per statutory results</b>		<b>\$156.5m</b>
<b>Management Adjustments</b>		
Non-recurring		78.4
Recurring - Marked to Market		0.0
Recurring - Amortisation - Intangibles		79.8
Income Tax Expense/(Benefit) - Management Adjustment		(41.9)
<b>Total Management Adjustments</b>		\$116.3m
<b>Net Profit after tax per Management Adjusted results</b>		<b>\$272.8m</b>

Management adjusted results are used, along with other measures, to assess operating business performance. The Company believes that exclusion of certain items permits better analysis of the Company's performance on a comparative basis and provides a better measure of underlying operating performance.

Management adjustments in FY 2012 are made on the same basis as in prior years. They are predominantly non-cash items.

This year's non-cash management adjustments include significant amortisation of identified intangible assets from acquired businesses, which will recur in subsequent years, and one-off charges, such as the impairment of Continental Europe assets as foreshadowed in the announcement on 13 June 2012. Cash adjustments are predominantly expenditure on acquisition-related and other restructures, and will cease once the relevant acquisition integrations and restructures are complete.

A full description of all management adjustment items is included in the ASX Appendix 4E Note 8.

The non-IFRS financial information contained within this document has not been reviewed or audited in accordance with Australian Auditing Standards.

Note: all figures in this presentation are in USD M unless otherwise indicated

# Results Summary

## Management Adjusted Results



Introduction

	FY 2012	FY 2011	v FY 2011	FY 2012 @ FY 2011 exchange rates
<b>Management Earnings per share (post NCI)</b>	<b>US 49.09 cents</b>	<b>US 55.67 cents</b>	Down 11.8%	<b>US 48.68 cents</b>
<b>Total Revenue</b>	<b>\$1,818.7</b>	<b>\$1,618.6</b>	Up 12.4%	<b>\$1,798.1</b>
<b>Operating Costs</b>	<b>\$1,360.1</b>	<b>\$1,125.4</b>	Up 20.9%	<b>\$1,341.3</b>
<b>Management Earnings before Interest, Tax, Depreciation and Amortisation (EBITDA)</b>	<b>\$459.0</b>	<b>\$493.6</b>	Down 7.0%	<b>\$457.1</b>
<b>EBITDA Margin</b>	<b>25.2%</b>	<b>30.5%</b>	Down 530 bps	<b>25.4%</b>
<b>Management Net Profit after NCI</b>	<b>\$272.8</b>	<b>\$309.3</b>	Down 11.8%	<b>\$270.5</b>
<b>Days Sales Outstanding</b>	<b>43 days</b>	<b>41 days</b>	Up 2 days	
<b>Cash Flow from Operations</b>	<b>\$334.6</b>	<b>\$319.6</b>	Up 4.7%	
<b>Free Cash Flow</b>	<b>\$294.5</b>	<b>\$296.2</b>	Down 0.6%	
<b>Capital Expenditure</b>	<b>\$62.1</b>	<b>\$32.2</b>	Up 92.9%	
<b>Net Debt to EBITDA ratio</b>	<b>2.86 times</b>	<b>1.35 times</b>	Up 1.51 times	
<b>Final Dividend</b>	<b>AU 14 cents</b>	<b>AU 14 cents</b>	Flat	
<b>Final Dividend franking amount</b>	<b>60%</b>	<b>60%</b>	Flat	

Note: all results are in USD M unless otherwise indicated

- › Revenue in transactional business lines, especially corporate actions, continues to decline. Corporate actions revenues now lower than any year since 2004, which was pre Equiserve. Proxy solicitation (corporate and mutual fund) also suffering.
- › Register maintenance revenues held up better, but still soft due to lower activity based fees and holder attrition.
- › Continued strong cost focus in traditional business lines, to some extent masked by acquired costs, and technology investment and capex to support acquisition integration.
- › Employee share plans continue to perform strongly, with continuing realisation of benefits from the HBOS EES acquisition (and still more to come).
- › All three recent acquisitions performing better than plan, and tracking to continue to do so.
- › Margin income up as Shareowner Services adds to balances. Continued build-out of hedge book a priority in a difficult (flattening yield curve) environment.

- › Leading market position in all major markets for equity investor record-keeping and employee stock plan administration based on:
  - › sustainable advantages in technology, operations, domain knowledge and product development;
  - › sustained quality excellence and operational efficiency; and
  - › a joined-up global platform (20+ countries including China, India and Russia), and seamless development and execution of cross-border solutions.
- › Demonstrated track record for successfully moving into new business lines with similar operational and market profiles, and integrating and delivering synergies from acquisitions in existing business lines.
- › Well over 70% of revenues recurring in nature.
- › Long track record of excellent cash realisation from operations.
- › Balance sheet remains strong and gearing remains prudent, with debt tenor out to 12 years, average maturity nearly 6 years, and no more than USD 305M maturing in any one financial year.

- › We do not expect material improvement to the current difficult operating environment for our market-related businesses. However, we do expect continued strong contributions from recent acquisitions.
- › Looking to FY 2013 and having regard to the current equity, foreign exchange and interest rate market conditions, we expect Management EPS to be between 10% and 15% higher than in FY 2012.







Financial  
Results

PETER BARKER  
**CHIEF FINANCIAL OFFICER**

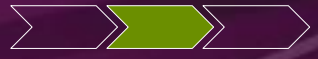
# Group Financial Performance



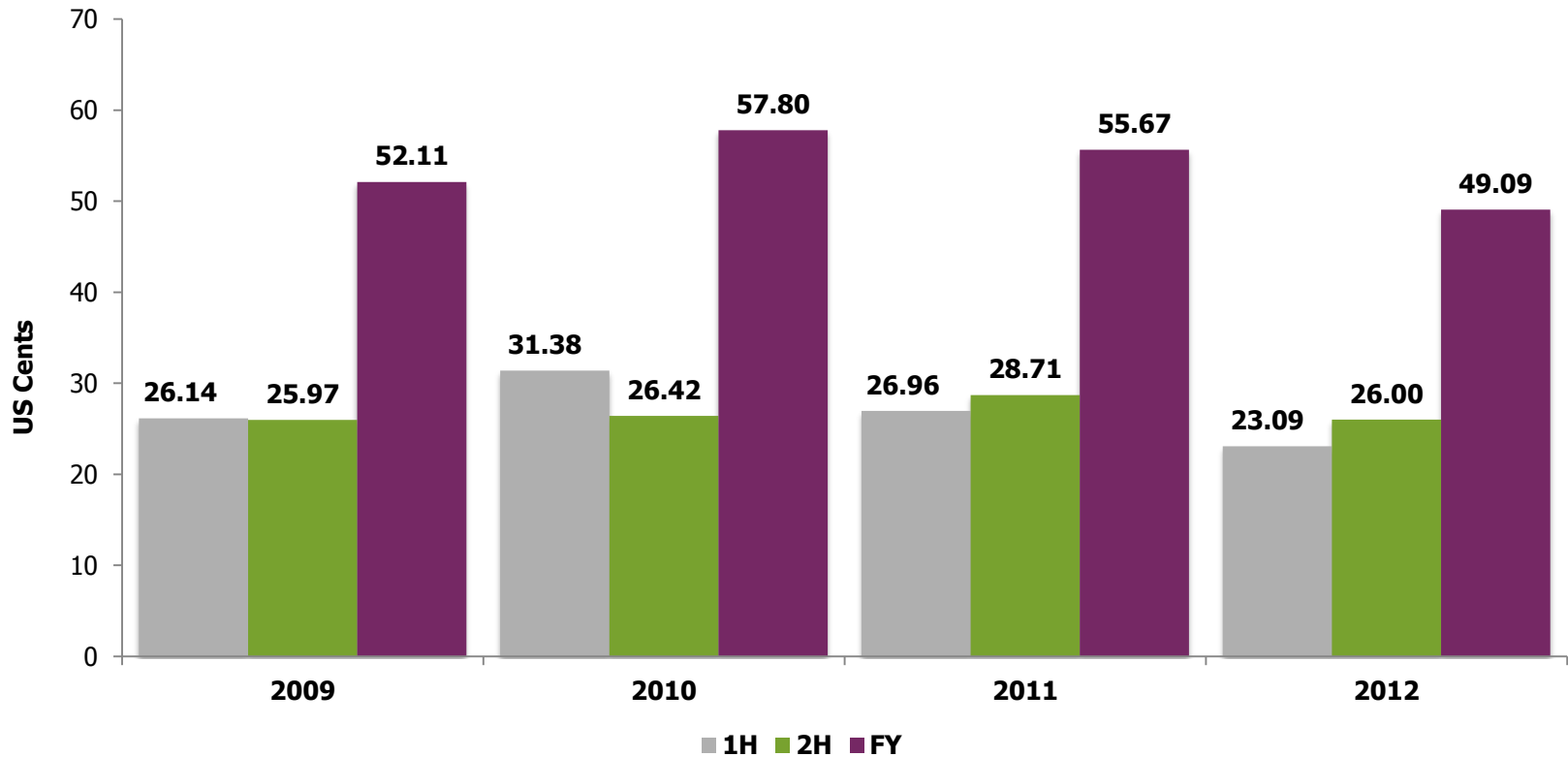
	FY 2012	FY 2011	% variance to FY 2011	2H 2012	1H 2012	2H 2011	1H 2011
Sales Revenue	\$1,802.6	\$1,598.9	12.7%	\$1,030.6	\$772.0	\$826.2	\$772.7
Interest & Other Income	\$16.1	\$19.7	(18.2%)	\$6.7	\$9.4	\$11.4	\$8.3
<b>Total Revenue</b>	<b>\$1,818.7</b>	<b>\$1,618.6</b>	<b>12.4%</b>	<b>\$1,037.3</b>	<b>\$781.4</b>	<b>\$837.6</b>	<b>\$781.0</b>
Operating Costs	\$1,360.1	\$1,125.4	20.9%	\$790.2	\$569.9	\$590.4	\$535.0
Share of Net (Profit)/Loss of Associates	(\$0.3)	(\$0.4)		(\$0.3)	(\$0.1)	(\$0.4)	\$0.0
<b>Management EBITDA</b>	<b>\$459.0</b>	<b>\$493.6</b>	<b>(7.0%)</b>	<b>\$247.4</b>	<b>\$211.5</b>	<b>\$247.6</b>	<b>\$246.0</b>
Management Adjustments - Revenue/(Expense)	(\$78.4)	(\$10.5)		(\$63.3)	(\$15.1)	\$1.9	(\$12.4)
<b>Reported EBITDA</b>	<b>\$380.5</b>	<b>\$483.1</b>	<b>(21.2%)</b>	<b>\$184.1</b>	<b>\$196.4</b>	<b>\$249.5</b>	<b>\$233.5</b>
Statutory NPAT	\$156.5	\$264.1	(40.7%)	\$50.9	\$105.6	\$147.2	\$116.9
Management NPAT	\$272.8	\$309.3	(11.8%)	\$144.5	\$128.3	\$159.5	\$149.8
<b>Management EPS (US cents)</b>	<b>49.09</b>	<b>55.67</b>	<b>(11.8%)</b>	<b>26.00</b>	<b>23.09</b>	<b>28.71</b>	<b>26.96</b>
<b>Statutory EPS (US cents)</b>	<b>28.16</b>	<b>47.53</b>	<b>(40.8%)</b>	<b>9.16</b>	<b>19.00</b>	<b>26.50</b>	<b>21.03</b>

Note: all results are in USD M unless otherwise indicated

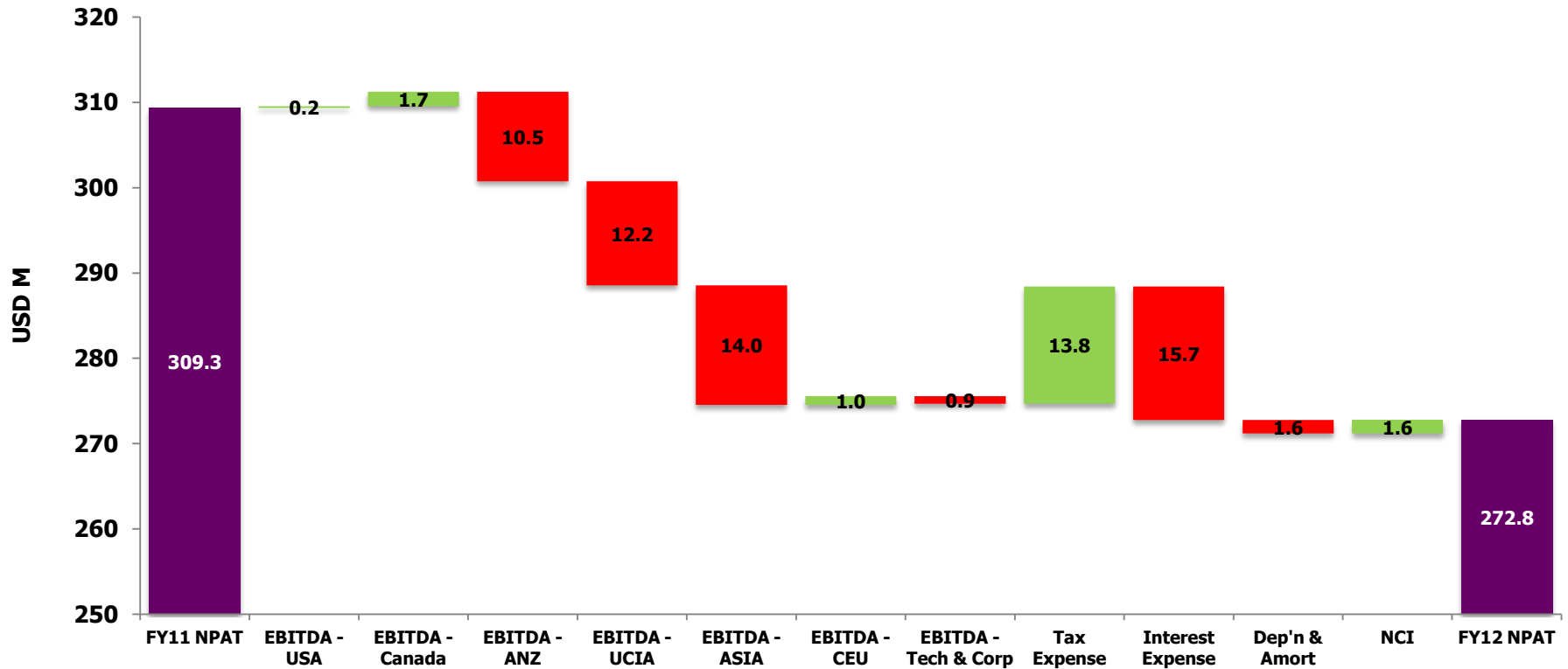
# Management EPS



Financial  
Results

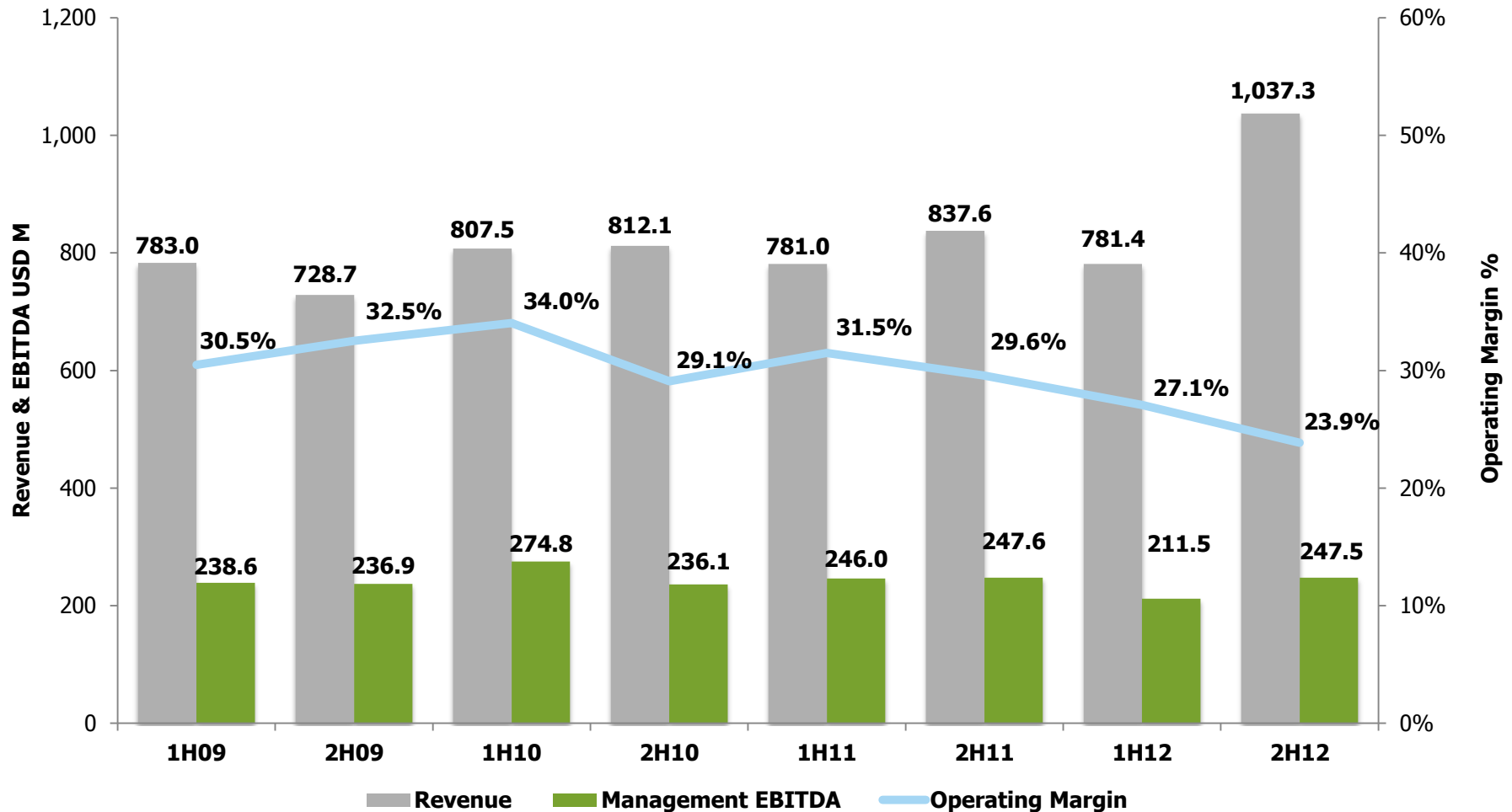


# FY 2012 Management NPAT Analysis



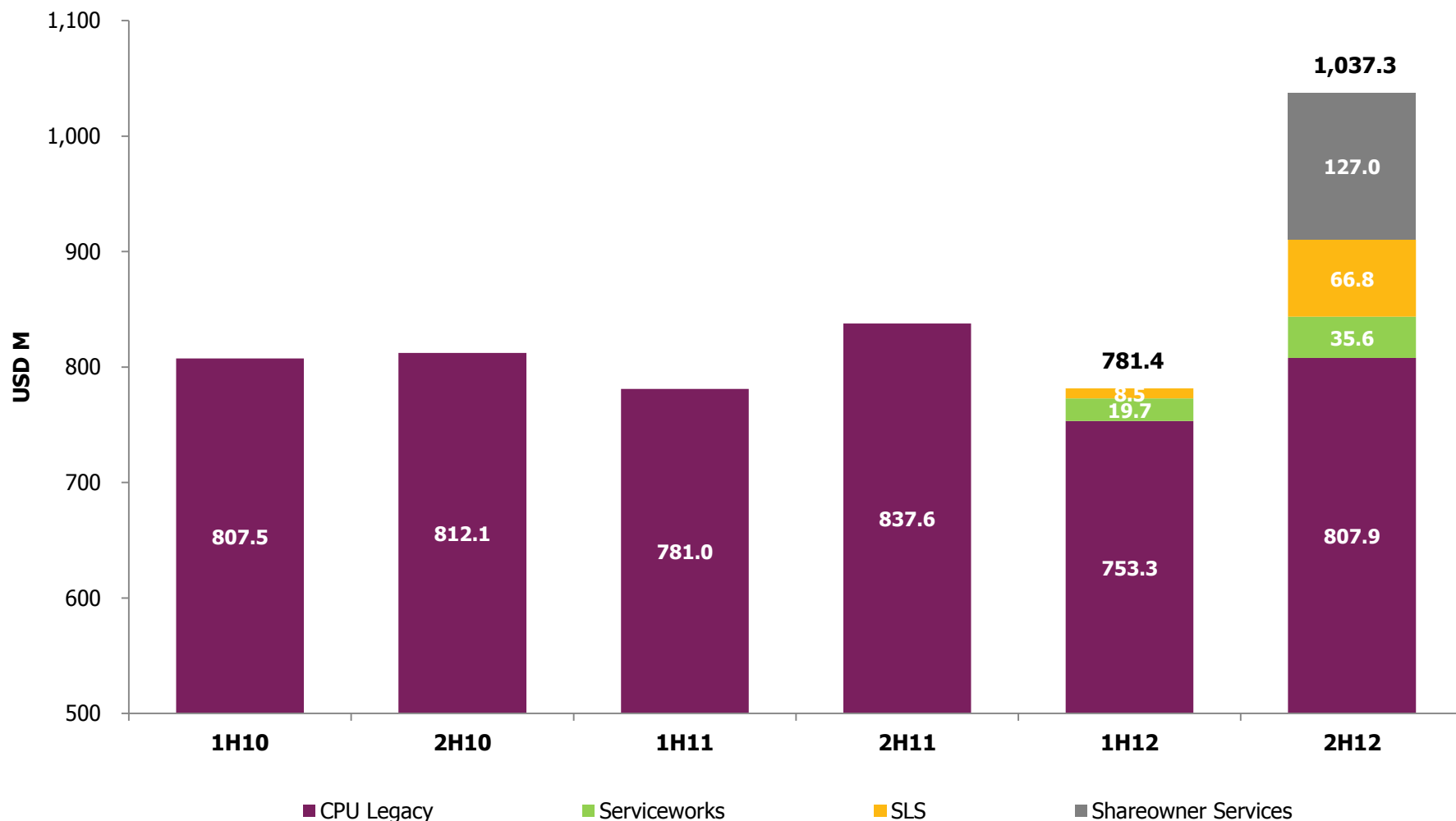
# Revenue & Management EBITDA

## Half Year Comparisons



# Revenue – Impact of Major FY 2012 Acquisitions

Financial  
Results



# Revenue Breakdown



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Results

Revenue Stream	FY 2012	FY 2011	FY 2012 variance to FY 2011	2H 2012	1H 2012	2H 2011	1H 2011
Register Maintenance	\$774.8	\$698.5	10.9%	\$440.6	\$334.2	\$367.7	\$330.8
Corporate Actions	\$156.1	\$179.5	(13.0%)	\$88.7	\$67.4	\$82.7	\$96.8
Business Services	\$383.0	\$266.1	43.9%	\$234.7	\$148.3	\$134.9	\$131.2
Stakeholder Relationship Mgt	\$86.8	\$97.1	(10.6%)	\$52.2	\$34.6	\$57.6	\$39.5
Employee Share Plans	\$197.3	\$157.6	25.2%	\$112.3	\$85.0	\$83.6	\$74.0
Communication Services	\$182.0	\$172.2	5.7%	\$91.7	\$90.3	\$87.5	\$84.7
Technology & Other Revenue	\$38.7	\$47.8	(19.0%)	\$17.2	\$21.5	\$23.6	\$24.1
<b>Total Revenue</b>	<b>\$1,818.7</b>	<b>\$1,618.6</b>	<b>12.4%</b>	<b>\$1,037.3</b>	<b>\$781.4</b>	<b>\$837.6</b>	<b>\$781.0</b>

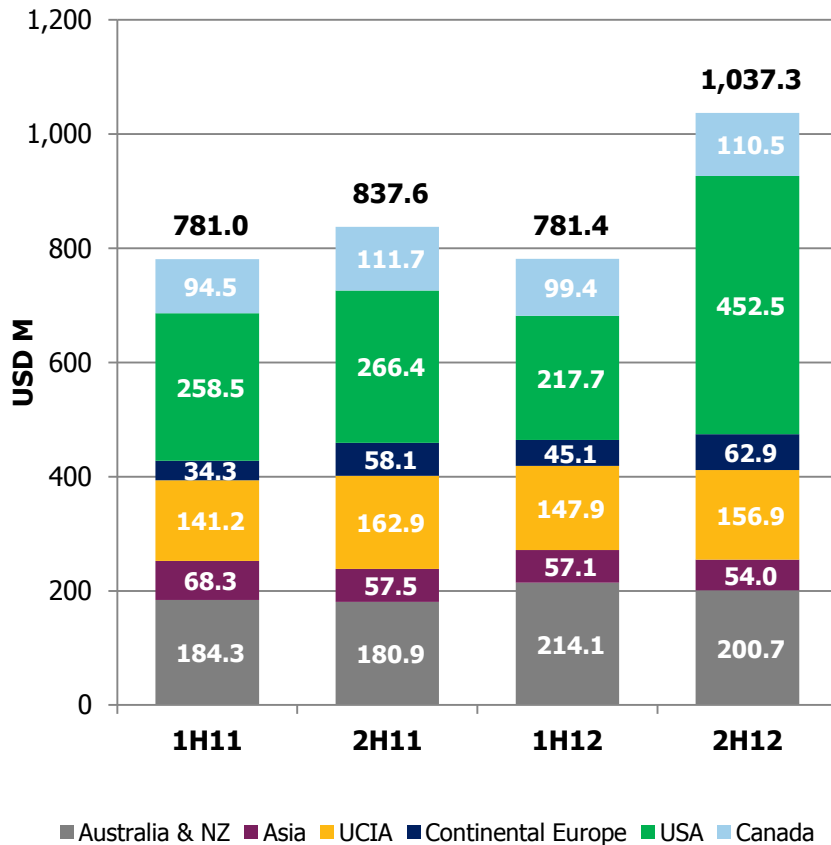
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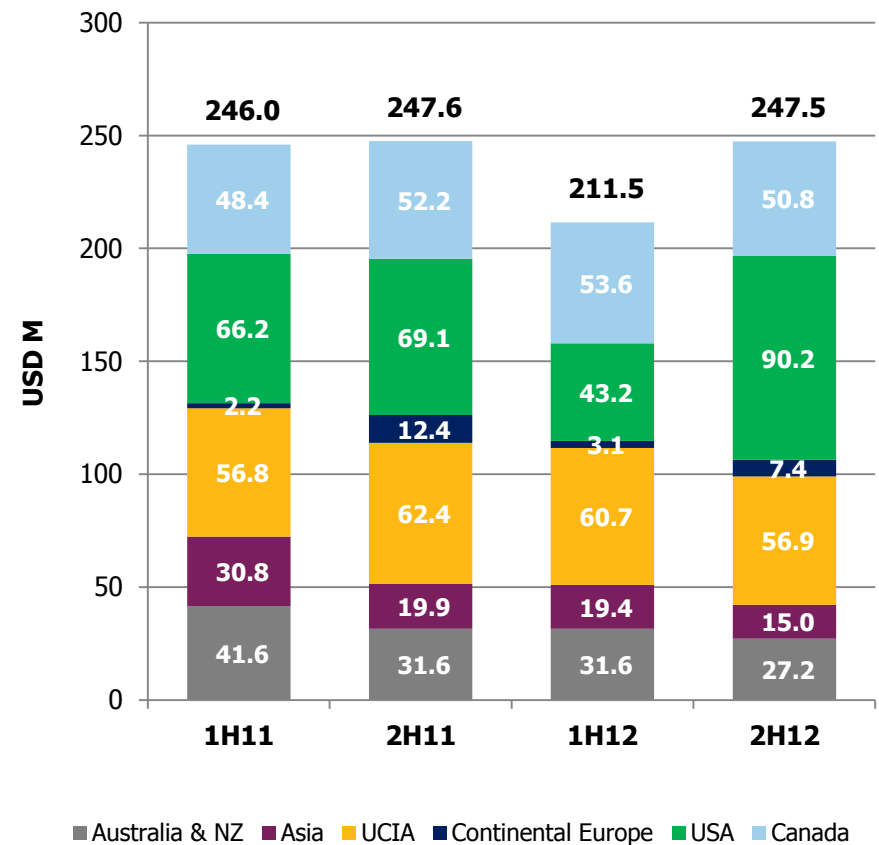
# Half Year Comparisons 2012 & 2011

## Revenue & Management EBITDA – Regional Analysis

### Revenue Breakdown

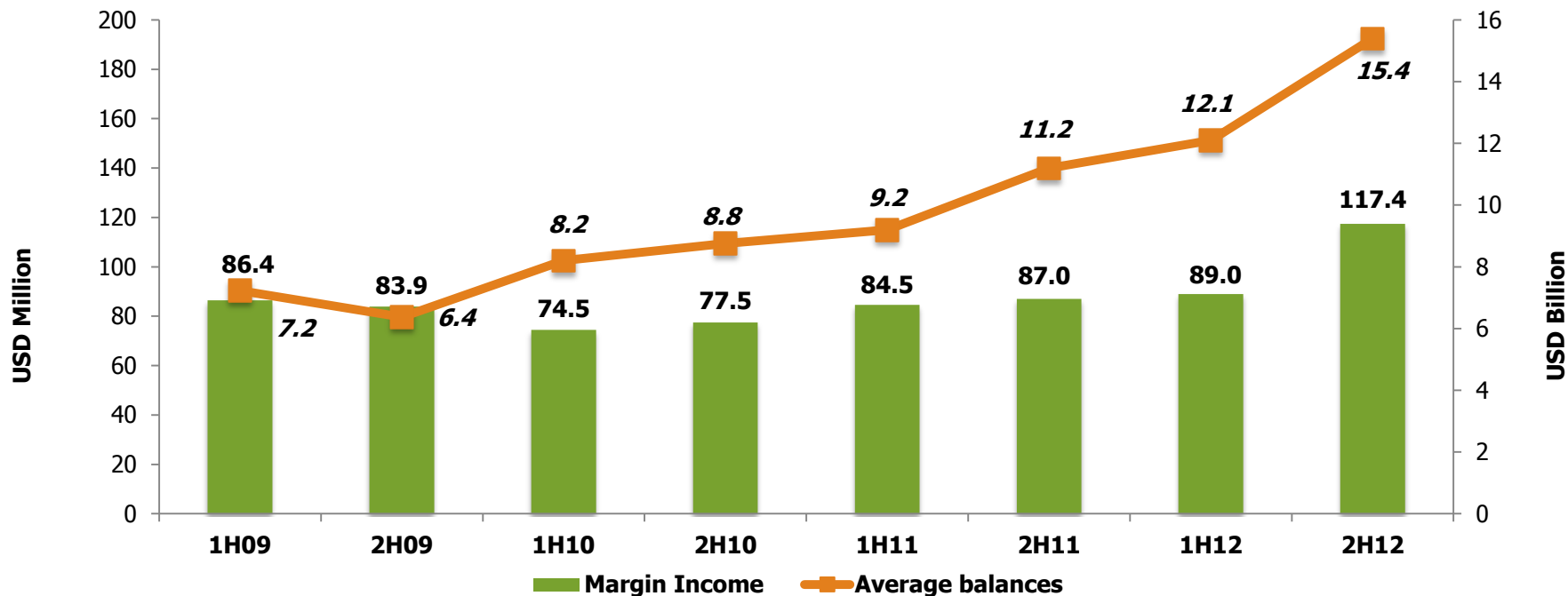


### EBITDA Breakdown



# Margin Income Analysis

Financial Results



## Average Market Interest rates

	<u>1H09</u>	<u>2H09</u>	<u>1H10</u>	<u>2H10</u>	<u>1H11</u>	<u>2H11</u>	<u>1H12</u>	<u>2H12</u>
UK	4.60%	0.82%	0.50%	0.50%	0.50%	0.50%	0.50%	0.50%
US	1.53%	0.27%	0.25%	0.25%	0.25%	0.25%	0.25%	0.25%
Canada	2.58%	0.64%	0.25%	0.29%	0.88%	1.00%	1.00%	1.00%
Australia	6.23%	3.35%	3.24%	4.10%	4.58%	4.76%	4.64%	4.05%

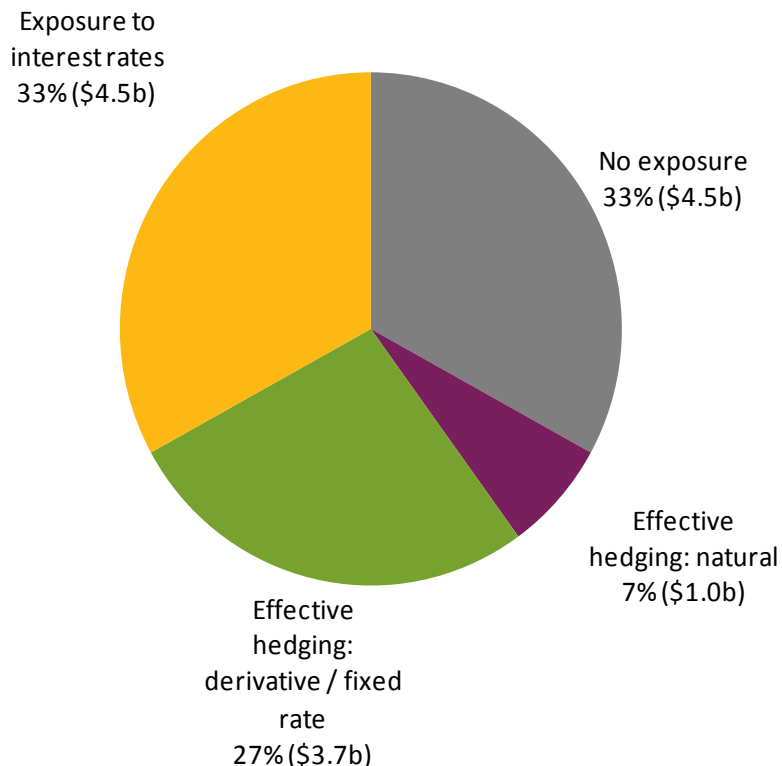
Note 1: Some balances attract no interest or a set margin for Computershare.

Note 2: Analysis includes Shareowner Services client funds from 2H12.

Source: UK – Bank of England MPC Rate; US – Fed Funds Rate; Canada – Bank of Canada Overnight Target Rate; Australia – RBA Cash Rate.

# FY 2012 Client Balances – Interest Rate Exposure

## Average funds (USD 13.7b) held during FY 2012



CPU had an average of USD13.7b of client funds under management during FY 2012.

For 33% (\$4.5b) of the FY 2012 average client funds under management, CPU had no exposure to interest rate movements either as a result of not earning margin income, or receiving a fixed spread on these funds.

The remaining 67% (\$9.2b) of funds were "Exposed" to interest rate movements. For these funds:

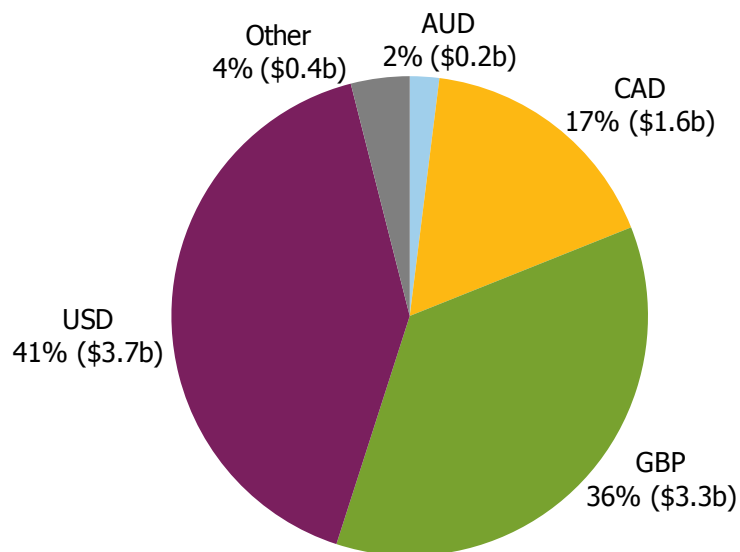
- 27% had effective hedging in place (being either derivative or fixed rate deposits).
- 7% was naturally hedged against CPU's own floating rate debt.

The remaining 33% was exposed to changes in interest rates.

# FY 2012 Client Balances – Interest Rate Exposure and Currency

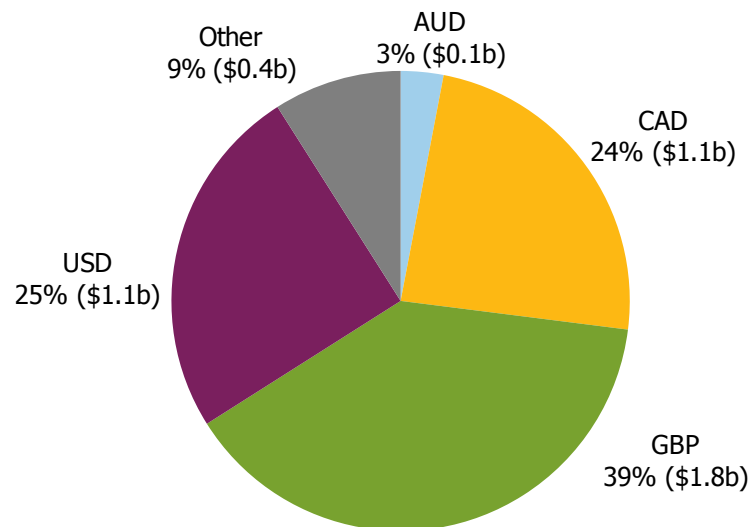
## “Exposed Funds” by Currency (FY 2012 Average Balances)

Total Exposed Funds  
(both hedged and non-hedged)



**Average exposed funds balance prior to any hedging**  
**US\$9.2b**  
**(\$13.7b x 67%)**

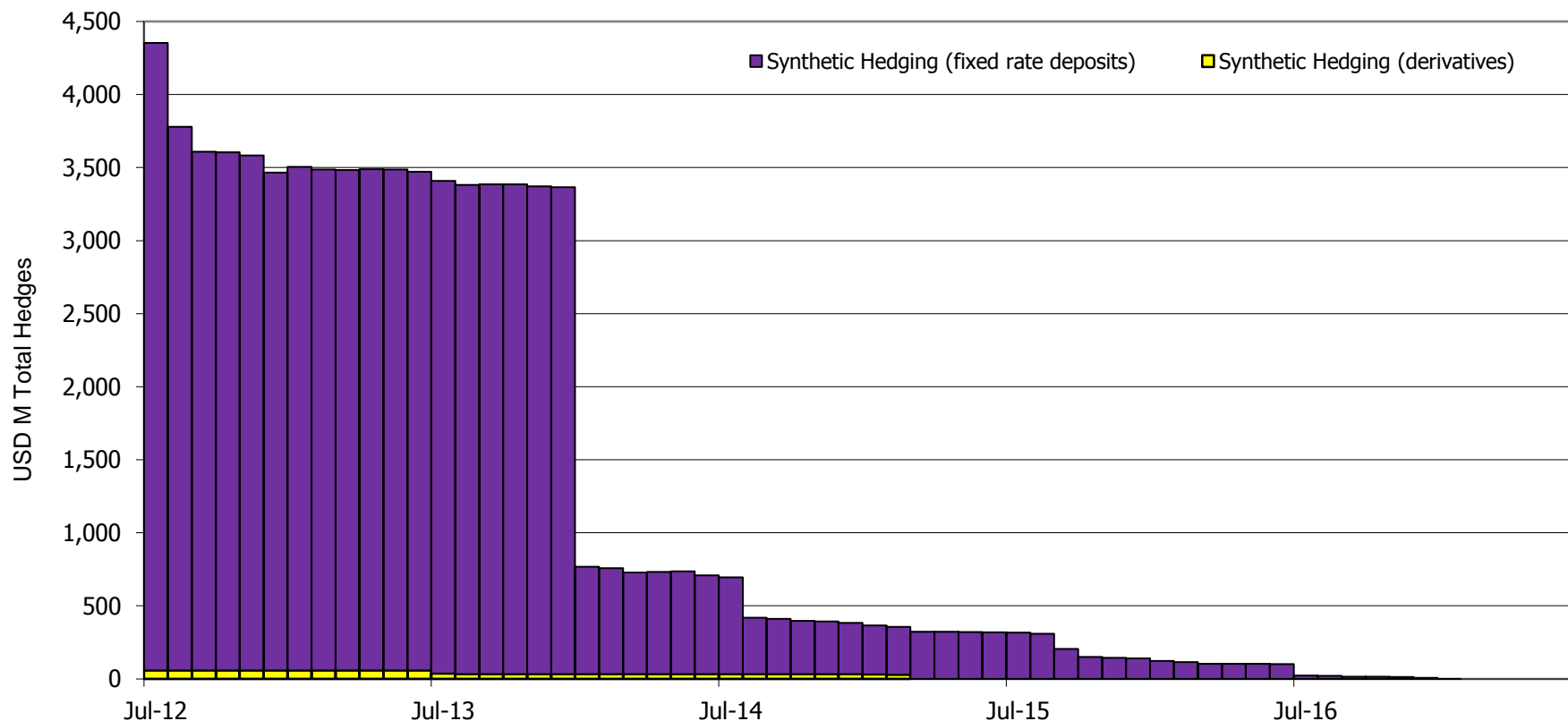
Non-hedged Exposed Funds



**Average exposed funds balance net of hedging**  
**US\$4.5b**  
**(\$13.7b x 33%)**

# Client Balances – Forward view of Hedges

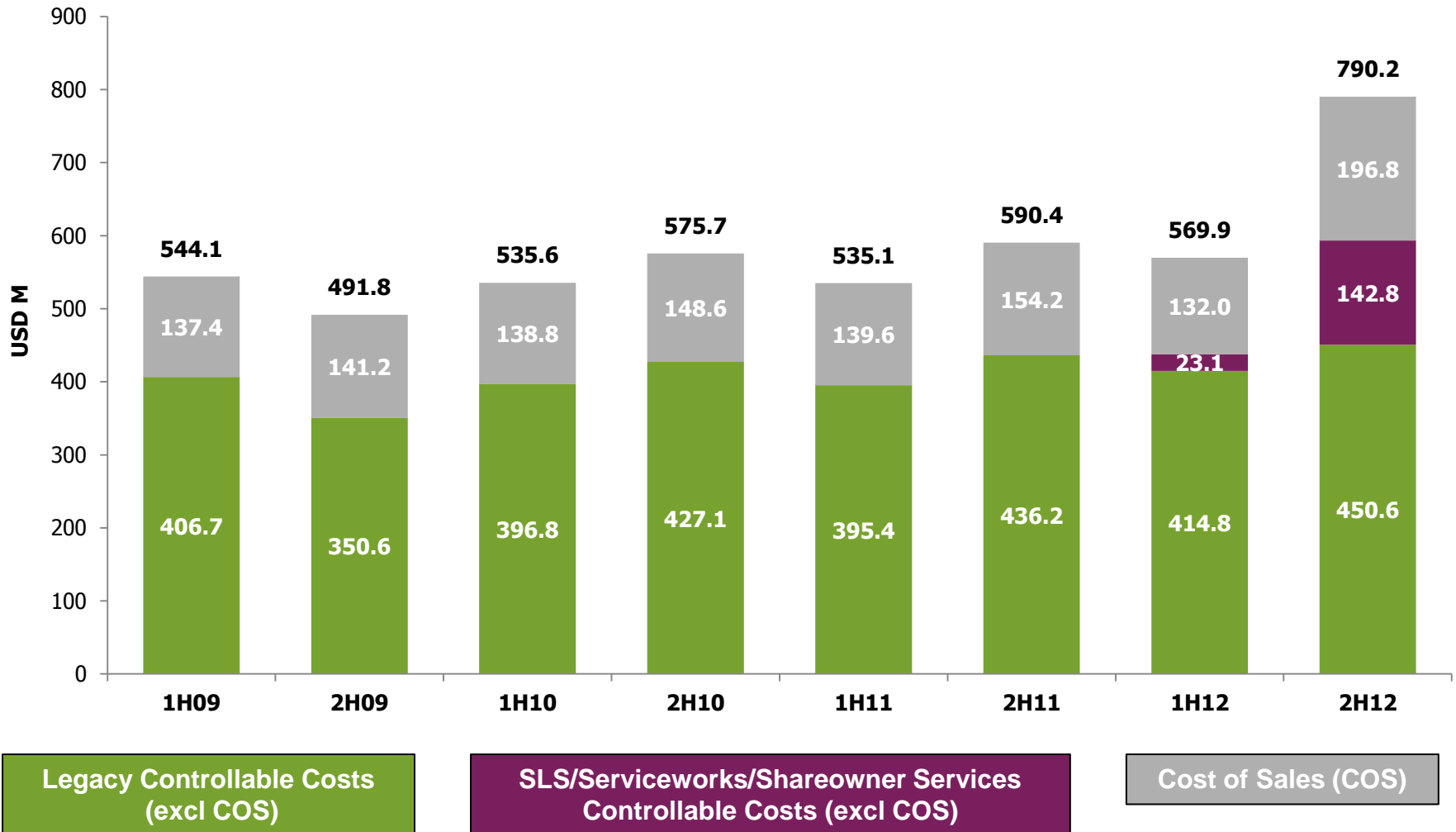
## Fixed Rate Deposits and Derivatives in place at 30 June 2012



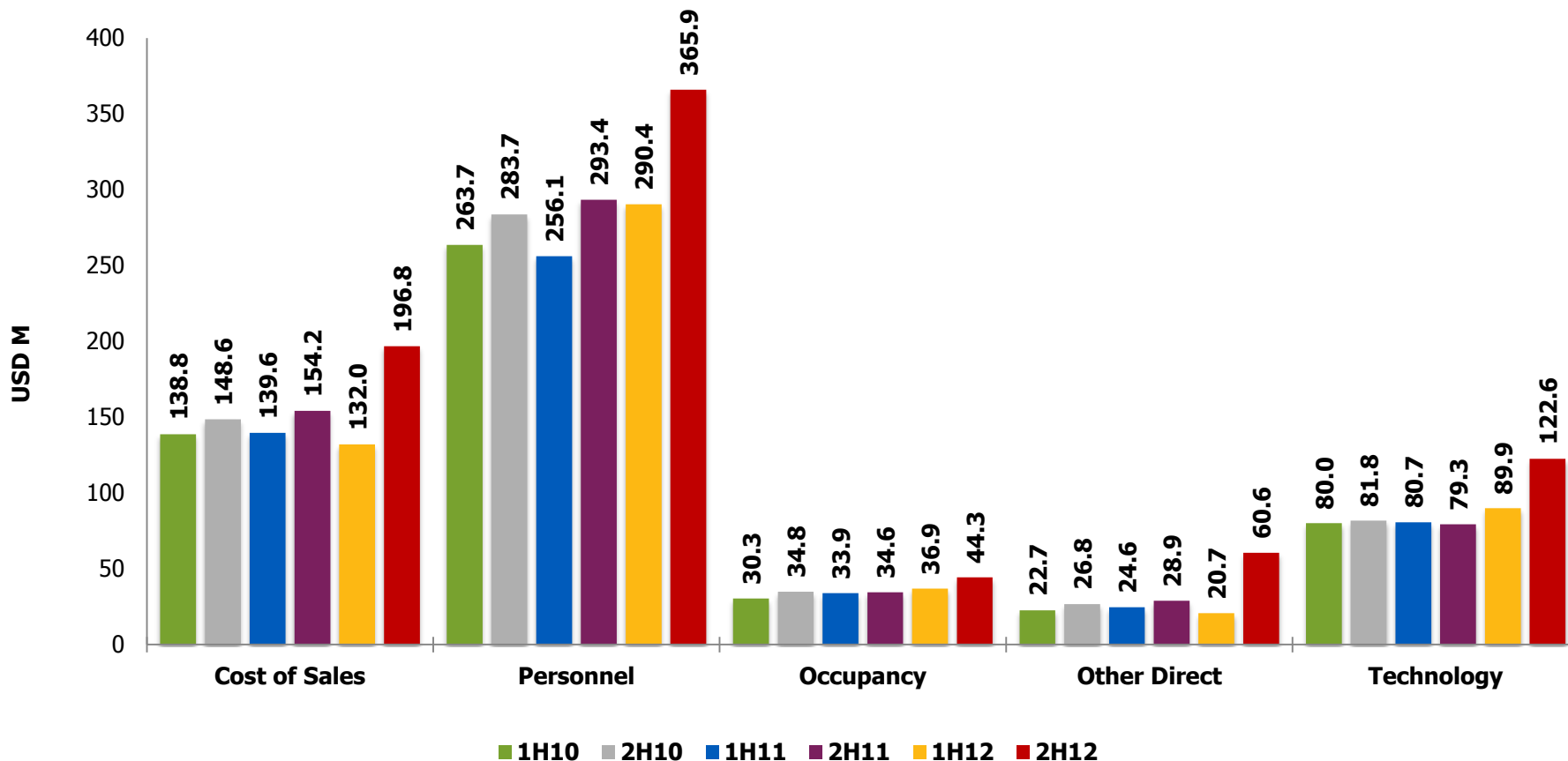
**Policy:**  
 Minimum hedge of 25% / Maximum hedge of 100%  
 Minimum term 1 year / Maximum term 5 years  
 (some exceptions permitted under the Board policy)

**Current Strategy:**  
 Continue to monitor medium term swap rates with the intention of accumulating cover should rates rise materially

# Total Management Operating Costs Half Year Comparisons



# Management Operating Costs Half Year Comparisons



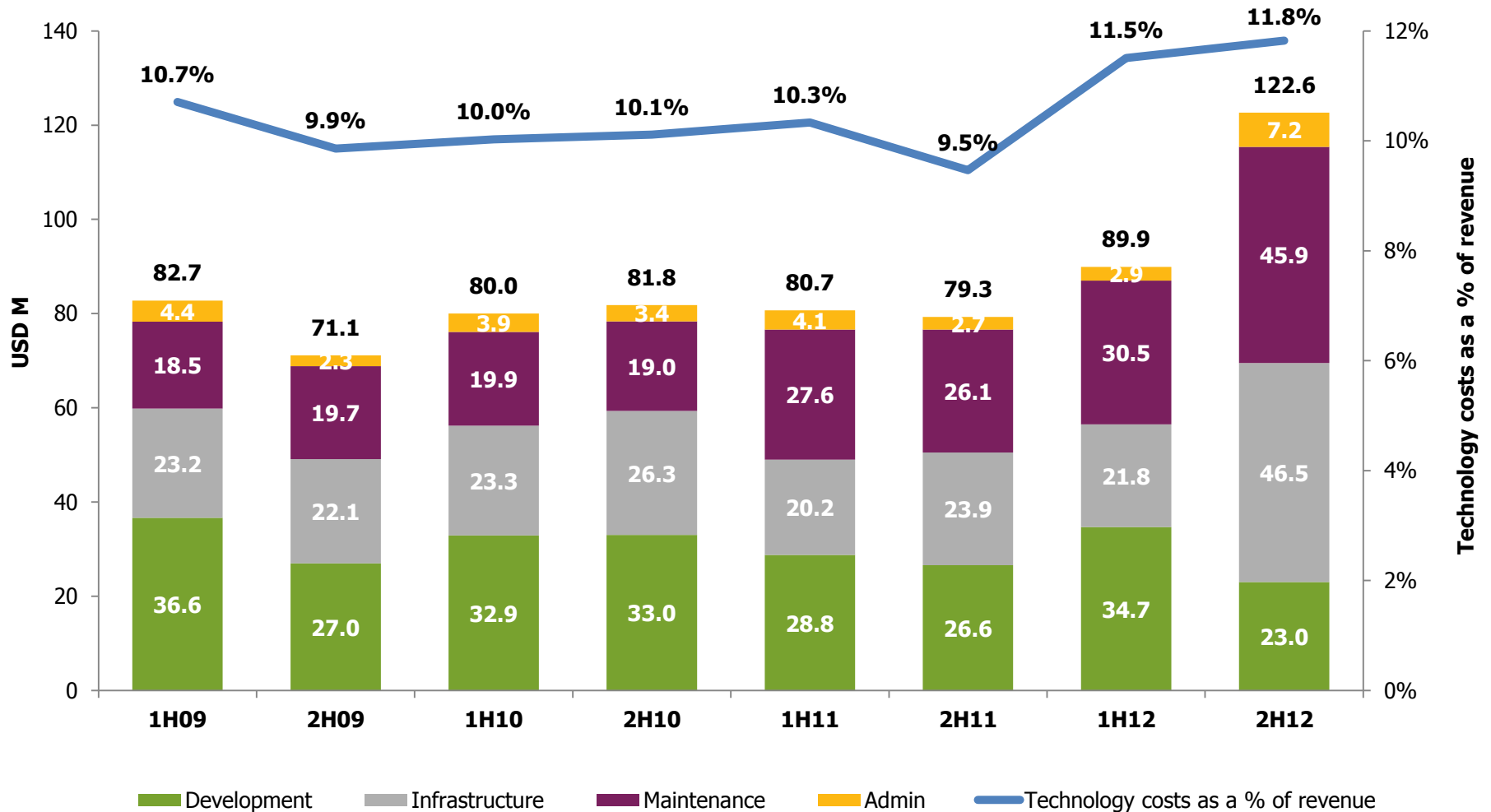
\* Corporate operating costs have been allocated and reported under the five main cost categories – cost of sales, personnel, occupancy, other direct and technology. Technology costs includes personnel, occupancy and other direct costs attributable to technology services.

# Technology Costs

## Continued Investment to Maintain Strategic Advantage

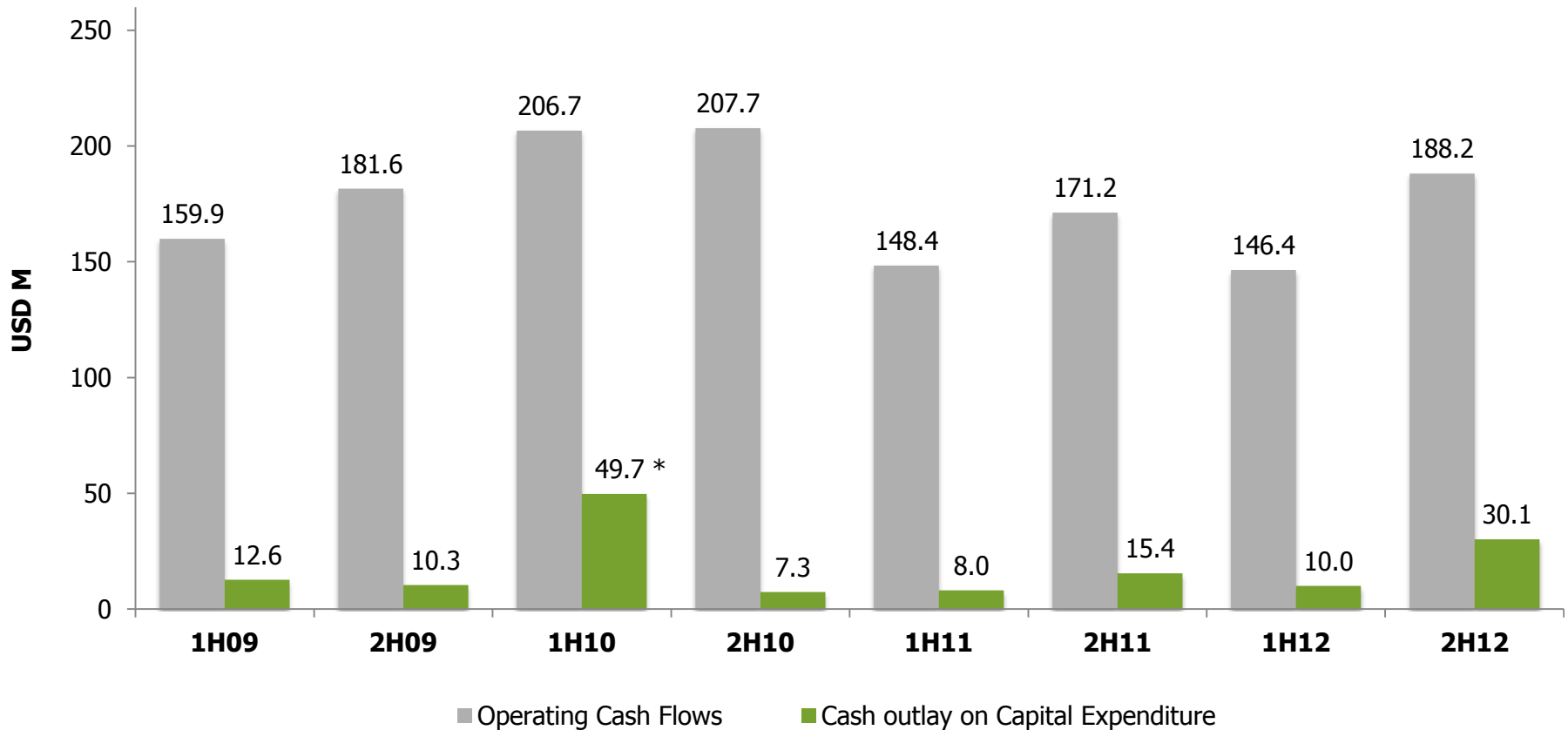


Financial  
Results





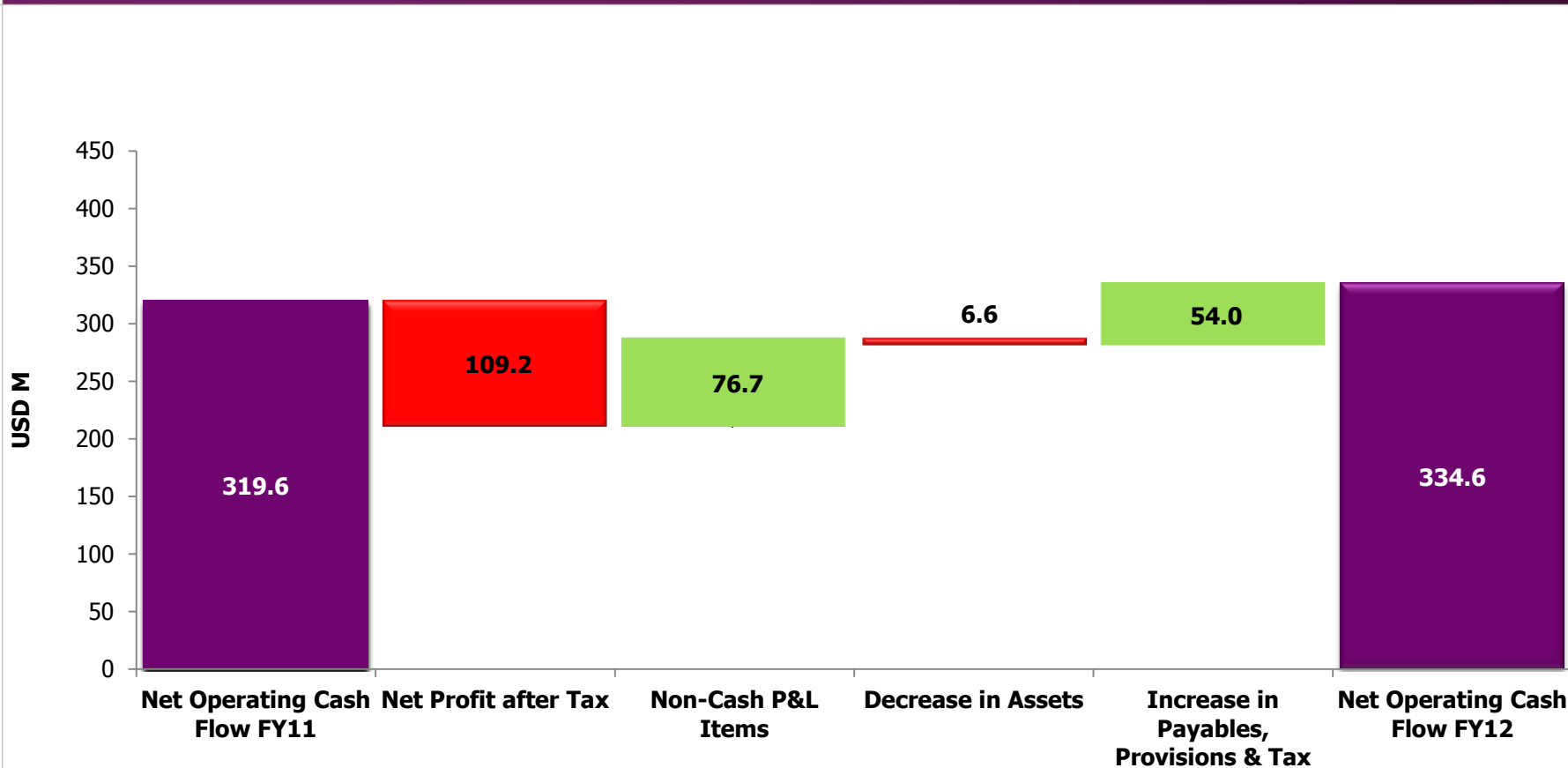
# Free Cash Flows



\* US\$49.7m includes acquisition of Land and Buildings in the UK (US\$34.7m).

Note: Excludes assets purchased through finance leases which are not cash outlays.

# FY 2012 Operating Cash Flows Analysis



# Balance Sheet as at 30 June 2012

	Jun-12	Jun-11	Variance
	USD M	USD M	Jun-12 to Jun-11
Current Assets	\$956.6	\$733.9	30.3%
Non Current Assets	\$2,725.0	\$2,139.3	27.4%
<b>Total Assets</b>	<b>\$3,681.7</b>	<b>\$2,873.2</b>	<b>28.1%</b>
Current Liabilities	\$528.8	\$538.5	(1.8%)
Non Current Liabilities	\$1,976.5	\$1,089.3	81.4%
<b>Total Liabilities</b>	<b>\$2,505.2</b>	<b>\$1,627.8</b>	<b>53.9%</b>
<b>Total Equity</b>	<b>\$1,176.5</b>	<b>\$1,245.5</b>	<b>(5.5%)</b>

See ASX Appendix 4E as at 30 June 2012 for full details.

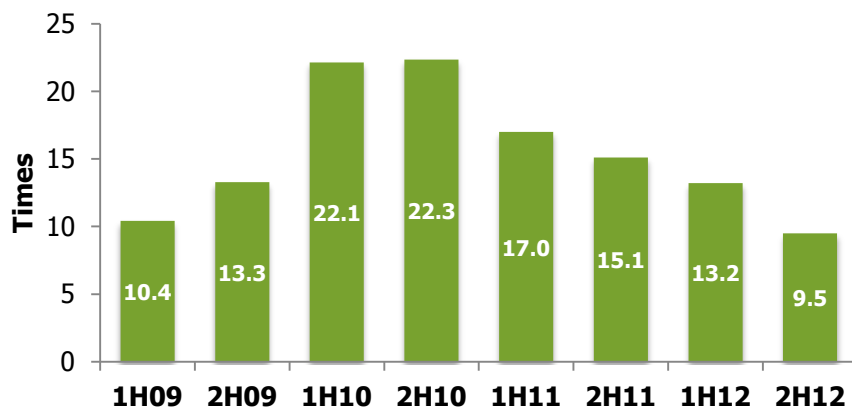
FY12 acquisitions impact most balance sheet lines – but particularly:

- a) Working Capital (mainly SLS' and Shareowners Services' cash and receivables and repayment of USPP debt line).
- b) Non current assets (primarily intangible assets and goodwill on acquisition).
- c) Non current liabilities (issue of USPP notes and increase in bank club debt facility).

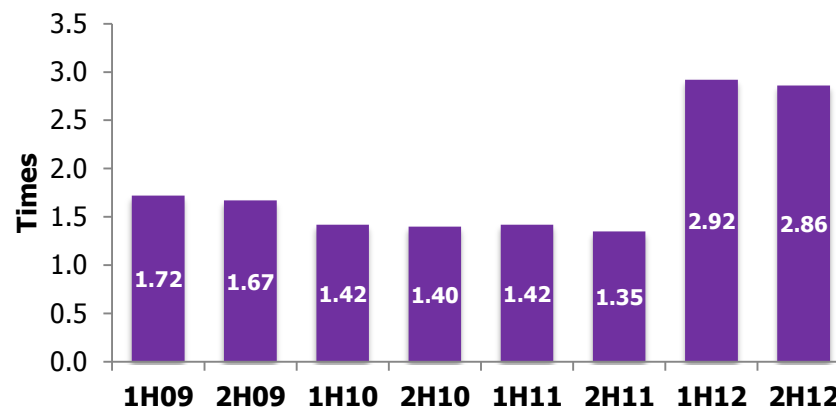
# Key Financial Ratios



## EBITDA Interest Coverage



## Net Financial Indebtedness to EBITDA\*



Jun-12  
USD M

Jun-11  
USD M

Variance  
Jun-12 to Jun-11

Interest Bearing Liabilities

\$1,754.4

\$1,013.5

73.1%

Less Cash

(\$441.4)

(\$347.2)

27.1%

**Net Debt**

**\$1,313.0**

**\$666.3**

**97.1%**

Management EBITDA

\$459.0

\$493.6

(7.0%)

**Net Debt to Management EBITDA**

**2.86**

**1.35**

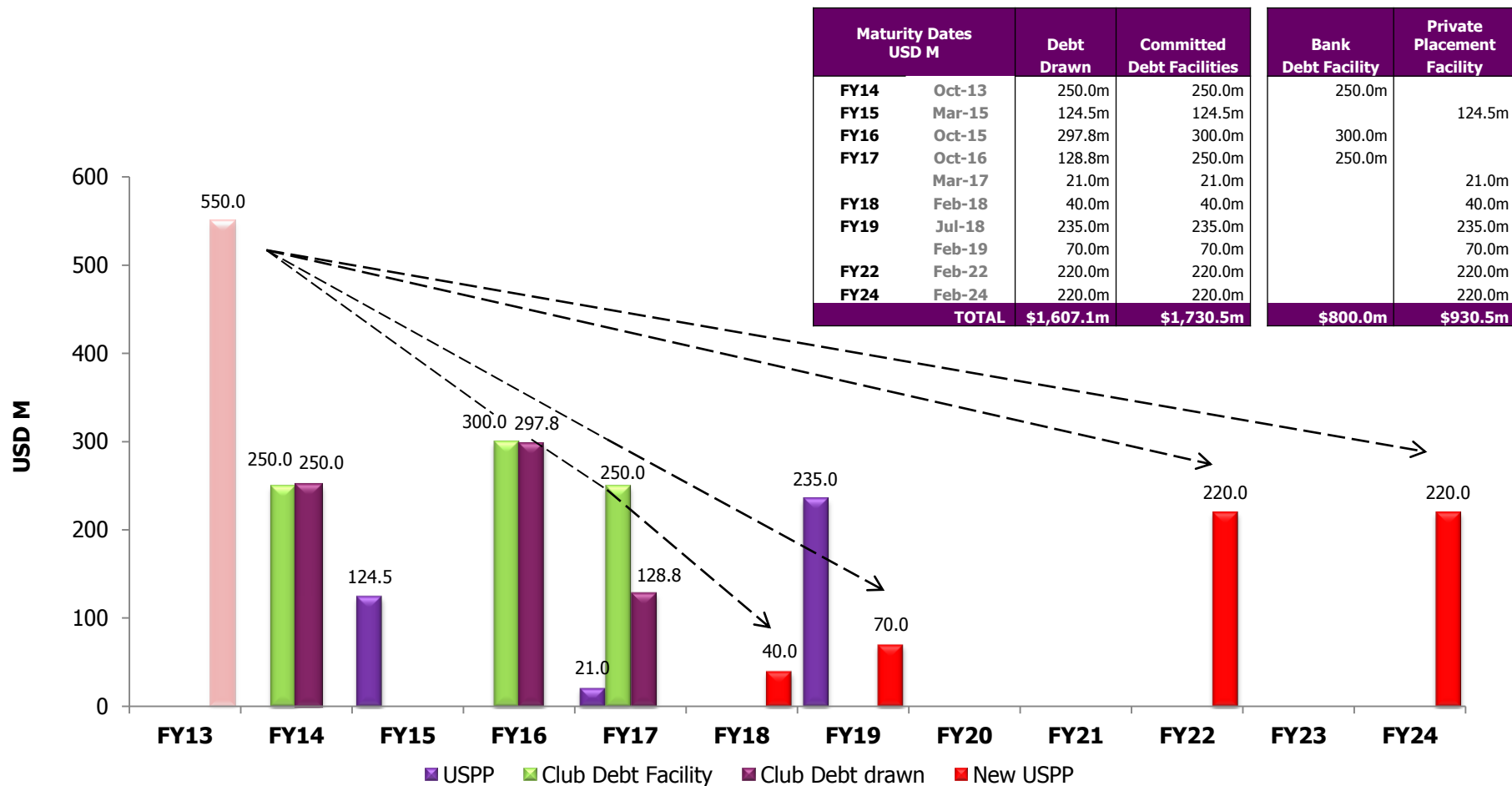
**111.9%**

\* This ratio incorporates all new debt funding to acquire Shareowner Services, SLS and Serviceworks as well as the advance facility used by SLS in conducting its mortgage servicing activities. Conversely, the timing of these acquisitions meant there is not a full contribution to the twelve month EBITDA figure used in the calculation

# Debt Facility Maturity Profile



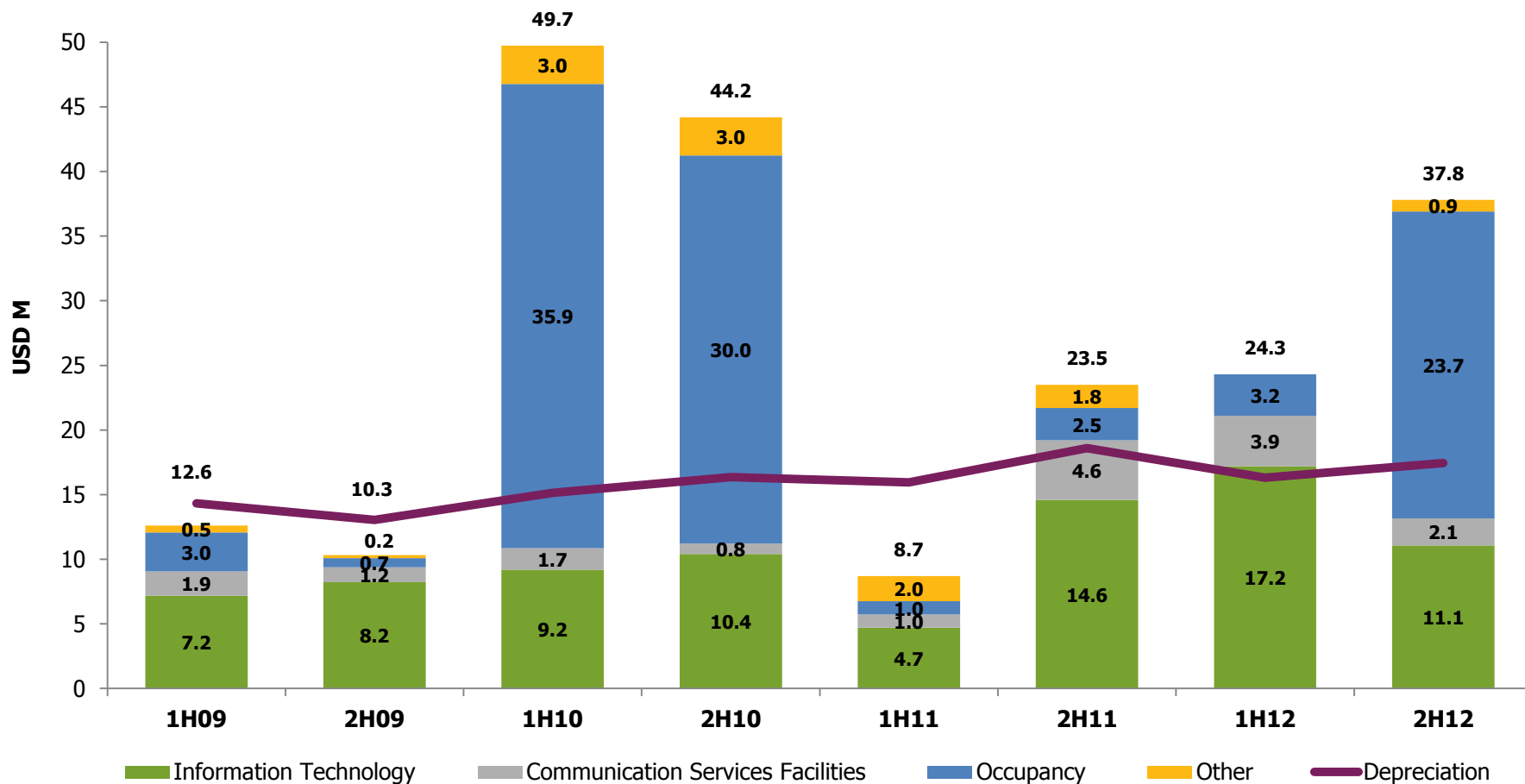
Financial Results



Note 1: USD 550 M bridge facility replaced with LT debt in Feb 2012 (4 tranches: 6 yr - 3.42%, 7 yr - 3.69%, 10 yr - 4.27% and 12 yr - 4.42%).

Note 2: Average debt facility maturity increased from 2.6 years to 5.6 years.

# Capital Expenditure vs. Depreciation

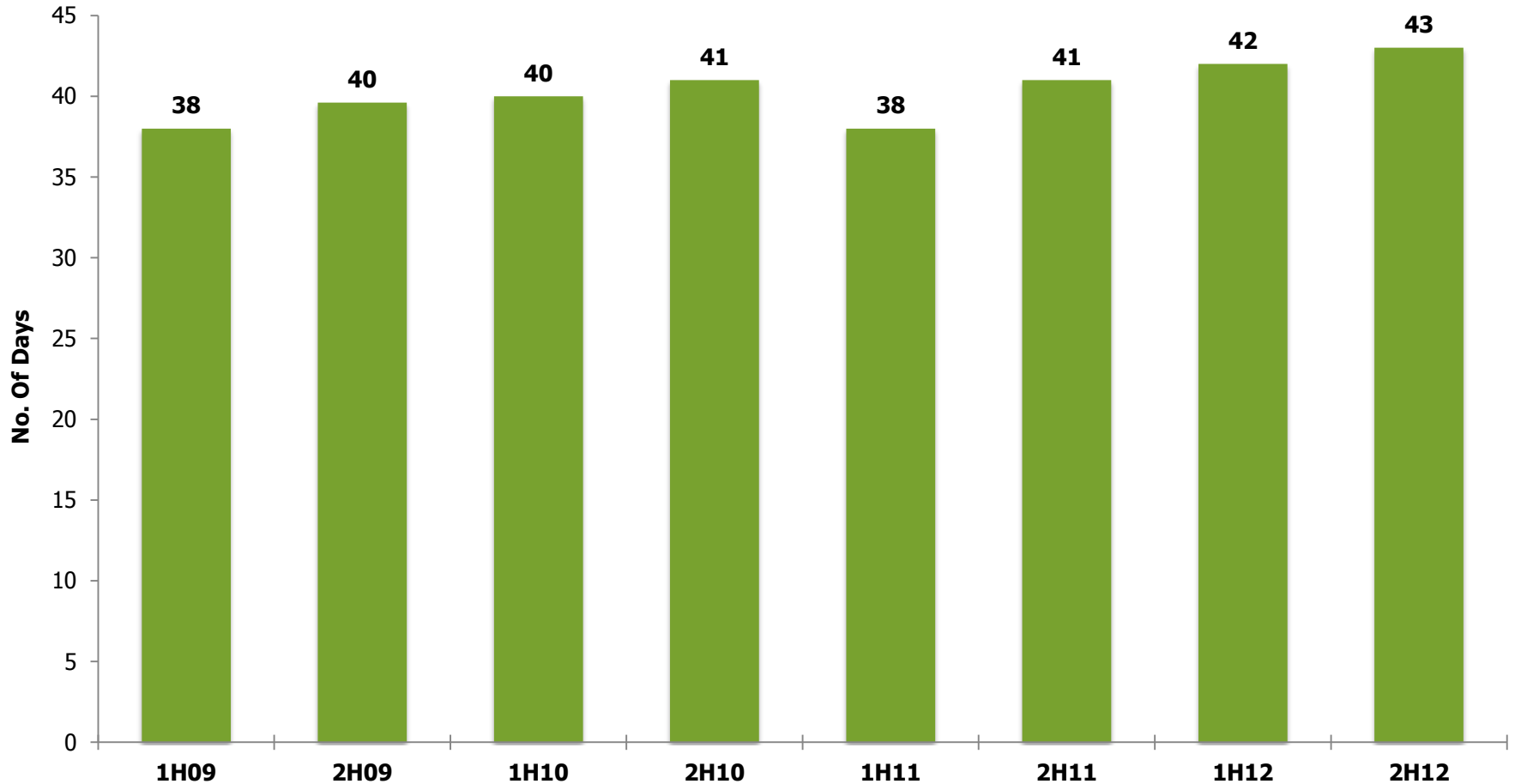


**Notes:**

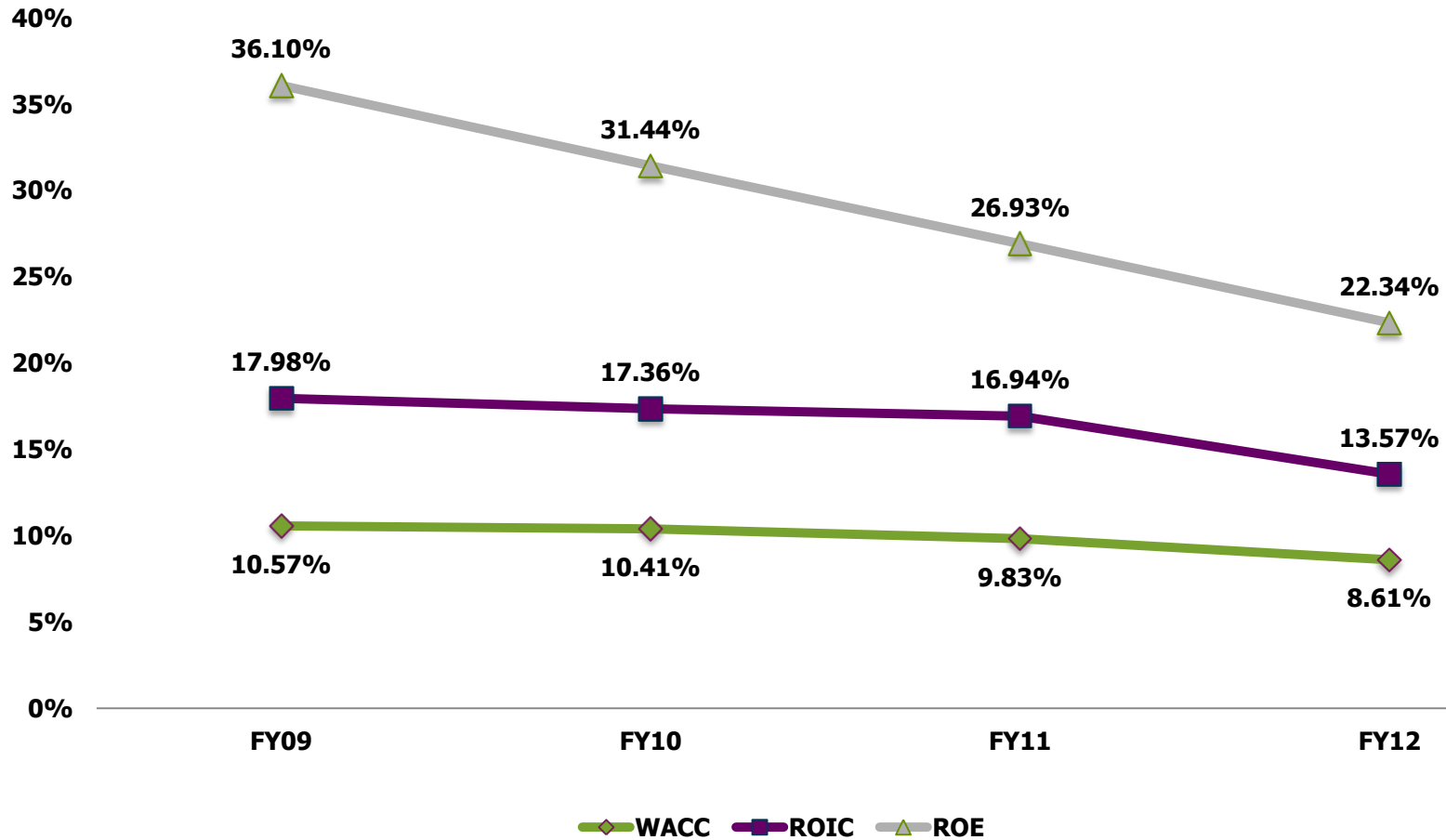
1H10 US\$49.7m includes acquisition of UCIA HQ building in Bristol, UK.

2H10 US\$44.2M includes conversion of group HQ building in Melbourne, Australia from operating lease to finance lease.

## Days sales outstanding



# Return On Invested Capital vs. WACC and Return on Equity



The FY12 ROIC calculation includes a full year proforma for Serviceworks, SLS and Shareowner Services.



# Equity Management

## Final Dividend of 14 cents (AU)

<b>EPS - Statutory</b>	<b>US 28.16 cents</b>
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<b>EPS - Management</b>	<b>US 49.09 cents</b>
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<b>Interim Dividend</b>	<b>AU 14 cents (60% franked)</b>
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<b>Final Dividend</b>	<b>AU 14 cents (60% franked)</b>
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<b>Current Yield*</b>	<b>3.6%</b>
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\* Based on 12 month dividend and share price of AU\$ 7.69 (close 2 Aug 2012)

- › Difficult trading environment across most business lines is impacting top line revenues and margins.
- › However, ongoing disciplined expense and capital expenditure management continue to drive solid results and strong free cash flow, and positions CPU for any upturn in future economic activity.
- › The Serviceworks and SLS acquisitions are both performing well and are anticipated to be future growth engines.
- › The Shareowner Services acquisition is also performing well with integration and synergy realisation on track.
- › Maintained strong and conservative balance sheet.
- › Final dividend maintained at AUD 14 cents per share, franked to 60% (unchanged).
- › Full year dividends maintained at AUD 14 cents per share, with franking at 60% (unchanged).





Stuart Crosby

**PRESIDENT & CHIEF EXECUTIVE OFFICER**  
**CEO PRESENTATION**

Our group strategy remains as it has been:

- › Continue to drive operations quality and efficiency through measurement, benchmarking and technology.
- › Improve our front office skills to protect and drive revenue.
- › Continue to seek acquisition and other growth opportunities where we can add value and enhance returns for our shareholders.

In addition, we are committing priority resources in three areas:

- › Integration of recent acquisitions.
- › Continuing to lift our market position.
- › Engaging with regulatory developments and market structure change in the many jurisdictions in which we operate.

Delivering on the first 2 limbs of the strategy (cost & revenue) is as always a key priority:

- › Our processes of measuring and benchmarking operational and shared services costs continue to deliver benefits. The step-change opportunity from looking at the Shareowner Services business's use of off-shore capabilities offers meaningful quality benefits and savings when deployed beyond the US client base and beyond operations (e.g. for technology).
- › Revenue initiatives continue to deliver benefits, but these are being overpowered by revenue drag from shareholder attrition and soft transactional volumes.
- › Our position at the top of independent service surveys evidences our quality achievements, and supports client retention and pricing.

Our search for inorganic growth opportunities has been less energetic over the past 12 months as we have focused on digesting the three significant FY12 acquisitions. Details of the current status of these three acquisitions are given in later slides.

- › The volume of cross border deals continues to defy otherwise low transaction volumes. A number of issuers are following or looking to follow the lead of AON in making non-US native securities available within DTCC without a traditional depository wrapper. Our domain knowledge and expertise has placed us at the centre of these transactions.
- › Our market position is also significantly enhanced by our advocacy of issuer interests, and transparency in particular, in relation to a range of market structure issues.
- › Turning to specific market structure issues, things move slowly:
  - › The US SEC has still not said what it will do after its proxy concept release.
  - › We continue to invest heavily in discussions around a range of EU regulatory and market structure reforms (CSD Law, Securities Law Directive, Target 2 Securities), participating in a wide range of consultation exercises, and issuer and issuer agent lobbying efforts.
  - › Also engaged in market development projects in HK, China, Russia, Canada, UK and Australia.

- › While revenues have been softer than expected (as with our other US, and indeed many other global, investor services assets), that has been partly offset by synergies being realised more quickly than expected.
- › Data and system migrations are well underway and tracking to plan.
- › Most office location and platform decisions have been made and are now being implemented. In particular, we are retaining the US stock options business acquired with Shareowner Services – this means we give up meaningful revenues from Solium Capital relating to our earlier sale of our former US options business to them but we believe the upside justifies that near term impact.
- › We continue to be impressed by the quality of the people who joined us with the acquisition and the strength of their client relationships.
- › Client attrition remains within our acquisition assumptions.



# Shareowner Services – tracking synergies (USD M)

<u>Synergies – expected timing</u>	<u>FY12</u>	<u>FY13</u>	<u>FY14</u>	<u>FY15</u>
Said we expected	2.5	25.0	35.0	10.0
Cumulative expected		27.5	62.5	72.5
<u>Synergies – actual progress</u>	<u>FY12</u>	<u>FY13</u>	<u>FY14</u>	<u>FY15</u>
Delivered	9.3			
Now expected		25.0	35.0	5.0
Cumulative expected		34.3	69.3	74.3
<u>Costs to realise synergies</u>				
Said we expected	50.0			
To date (FY12)	5.6			
Expect to come (mainly FY13, FY14)	44.4			

- › In both cases, there were significant client wins and on-boardings immediately around the acquisitions closing, resulting in top-line growth significantly higher than expected.
- › In both cases, this accelerated the need for decisions on premises and resourcing, and stretched the legacy management and integration teams.
- › In both cases, the teams are coming through those challenges in excellent shape.
- › SLS is establishing an additional site in Arizona and continues to have a strong pipeline of (mostly but not exclusively organic) growth opportunities.
- › Serviceworks people are now on the ground and working in the US, with more opportunities emerging now we are on the ground.
- › We said we anticipated 5 cents management eps contribution annualised from SLS and Serviceworks. In FY 2012 (7 months of SLS and 10 months for Serviceworks), they contributed 3.6 cents management eps.

- › Shareowner Services integration and migration, and SLS on-boarding, continue to dominate management agenda.
- › Service levels, quality and survey scores remain excellent across all businesses.
- › Winning new employee plans and transfer agency clients (e.g. Northeast Utilities) and retaining existing large clients; however, the low transaction volumes, holder attrition and interest rates continue to drag on TA performance.
- › Retaining Shareowner Services options business is creating opportunities.
- › Corporate actions (especially M&A) and bankruptcies continue to be very slow, but we won one material transaction (United Technologies acquiring Goodrich Corp).
- › Push to build the class-actions footprint continues to bear fruit but promises significantly more.
- › Chapter 11 activity off historic highs but still winning the major share.
- › Fund Services activity is at an all-time low.

- › Continued excellent quality, client and shareholder satisfaction and service levels.
- › No material client losses across all business lines.
- › Register maintenance revenues holding up well in a difficult environment.
- › Winning our share of limited IPO activity.
- › Corporate actions activity remains subdued impacting both proxy solicitation and investor services.
- › Plans, CCS and Corporate Trust continue to grow, all posting record revenue years.
- › Focus remains on cost controls and mitigating risk across all lines of business.
- › Actively participating in market structure development debate, in particular around general meeting integrity.

- › Registry business voted top again in independent Capital Analytics survey of FTSE 350 companies – 5<sup>th</sup> year in a row.
- › All components of the Plans business (onshore, offshore and global plans) continue to perform well and in particular generate significant transactional revenues.
- › LPS Scotland – a custodial tenancy deposit scheme for Scotland, launched in July 2012. DPS, the scheme for England and Wales, continues to perform well.
- › Voucher Services continues to perform satisfactorily in a difficult market.
- › Some modest recovery in ETF markets is beginning to feed through to the business in Ireland.
- › Large scale corporate actions remain muted in UK, South Africa and Ireland, but with some activity continuing offshore, in particular Jersey.

- › Flat or shrinking markets in most of CEU region and outlook poor. But, Italy and Spain are generating activity in EGMs and rights and bond issues.
- › Strong performances by Servizio Titoli and Georgeson corporate proxy in Italy. Both entities had record years.
- › Russian business performing well and managed corporate actions with highest visibility in the market. Client satisfaction very high. The Silvinit fraud now resolved / settled.
- › German businesses remain flat, but outlook is positive: won Germany's largest AGM (Siemens) and the register for Osram (spin-off from Siemens).
- › Aggressive cost management across the region (shared services cuts and office consolidations). Risk management also continues to be a high priority.
- › Continue to look for growth opportunities amongst the pain and turmoil. Challenges include the relatively small size of the assets that interest us (owners are focused on larger assets) and cultural, technology and management challenges in potential targets.

- › The HK IPO pipeline is still stalled. A few issues have got away but many more were deferred and retail demand (our revenue driver) remains very subdued. We expect many of the deferred IPOs to re-emerge as conditions permit.
- › Corporate action activity has also been subdued due to market uncertainty.
- › However registry revenue grows steadily as we expand our communication management and meeting services.
- › Planning for dematerialisation of the HK equities market continues, but the regulatory / legislative timetable has slipped so new target for implementation is more like 2015.
- › China plans and proxy businesses continue to grow profitably, and we have launched an AGM administration business with very encouraging first full year results.
- › India is quiet, IPO pricing there is fiercely competitive and a combination of market value falls and redemption flows have hurt Fund Services revenues.

- › Our quality and service levels remain excellent across all our businesses.
- › Our Investor Services businesses in Australia and NZ maintained their market leading positions, but both suffered from the subdued corporate actions market.
- › The Communication Services market remains very tough, with one competitor going into administration. Despite this we have had a number of good long term client wins for both our inbound and outbound work.
- › The Plan Managers business has experienced another year of revenue growth with the roll-out of global plans being particularly successful.
- › The integration of the Serviceworks business has gone well and revenue opportunities regionally and globally continue to present.
- › Our investment during the year in Digital Post Australia should have long term benefits as the delivery of mail transforms from traditional to digital channels.



# **Computershare Limited**

## **Full Year Results 2012 Presentation**

**Stuart Crosby**  
**Peter Barker**

**8 August 2012**

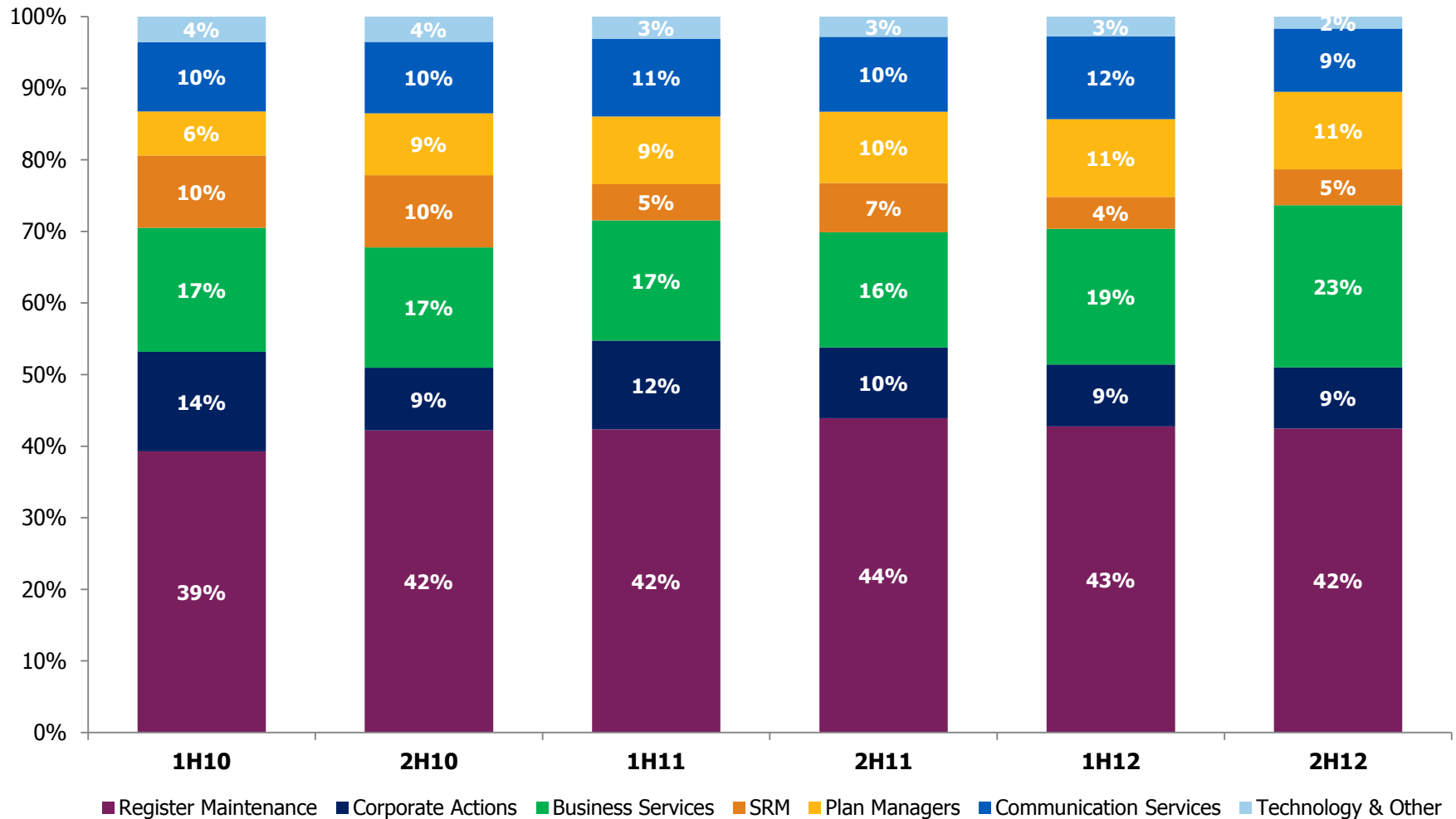


**Appendix:  
Full Year Results 2012 Presentation**

**8 August 2012**

## Group Comparisons

# CPU Revenues Half Year Comparisons

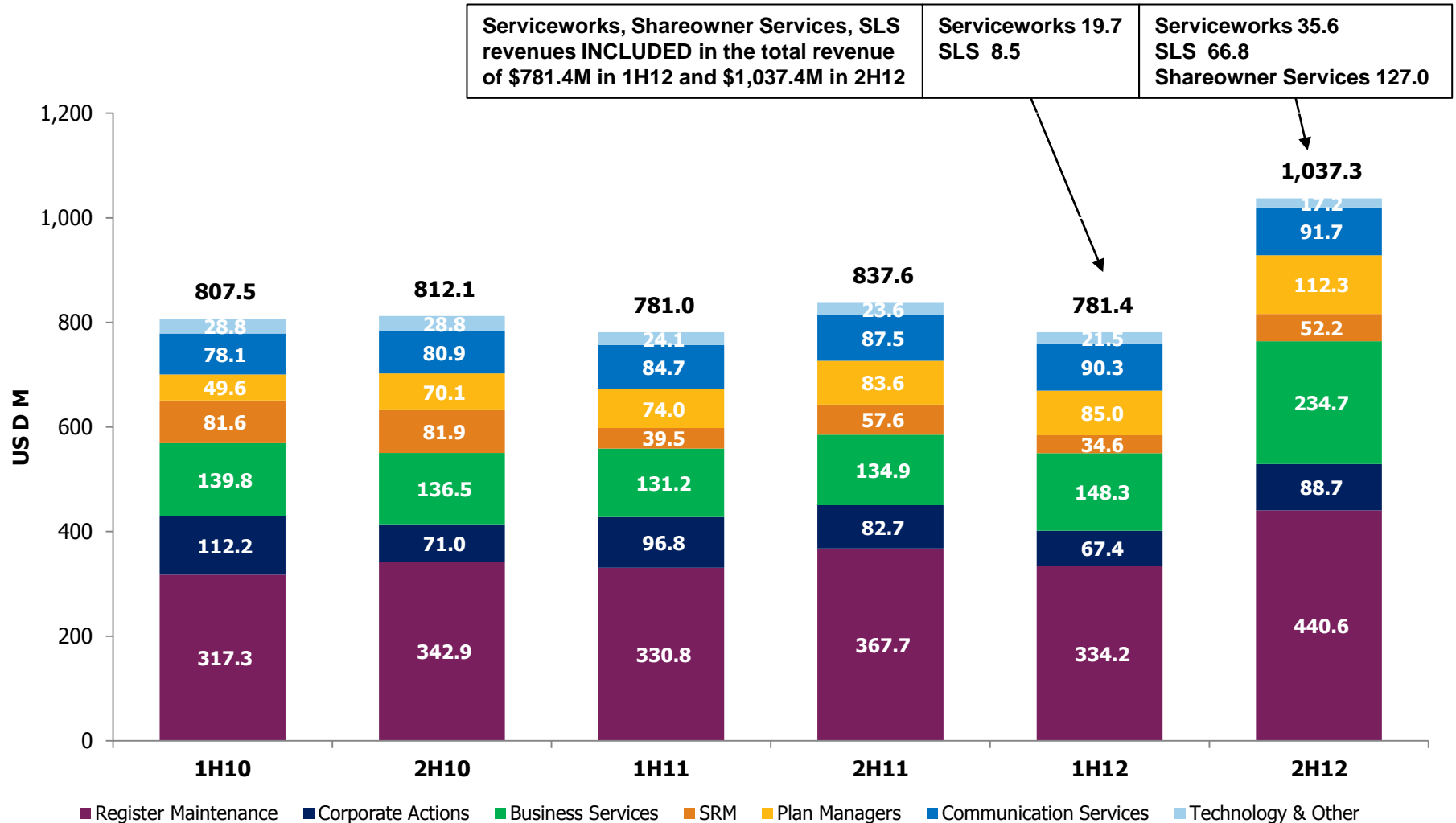


# Revenue by Product

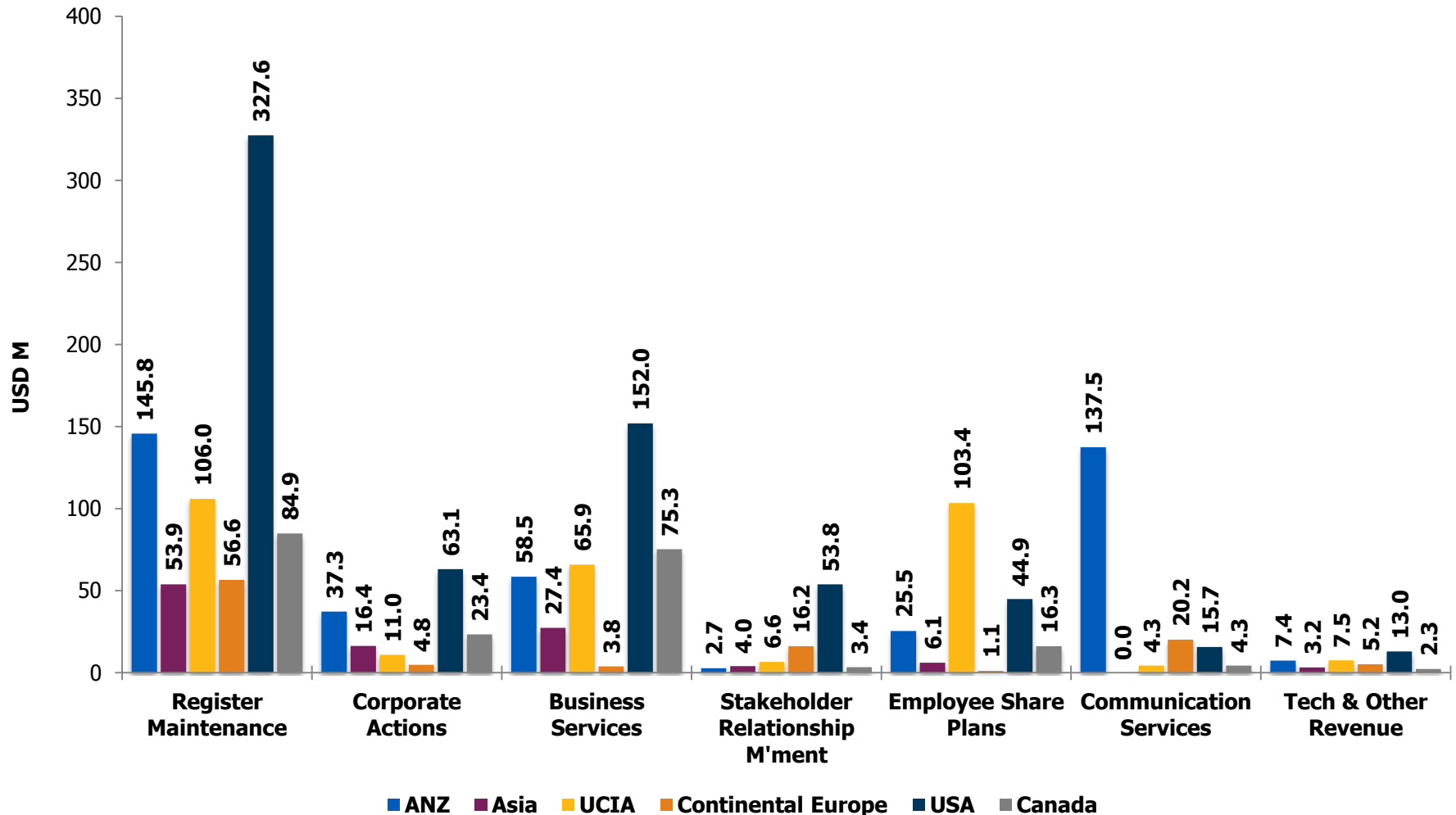
## Half Year Comparisons - Impact of major FY 2012 acquisitions



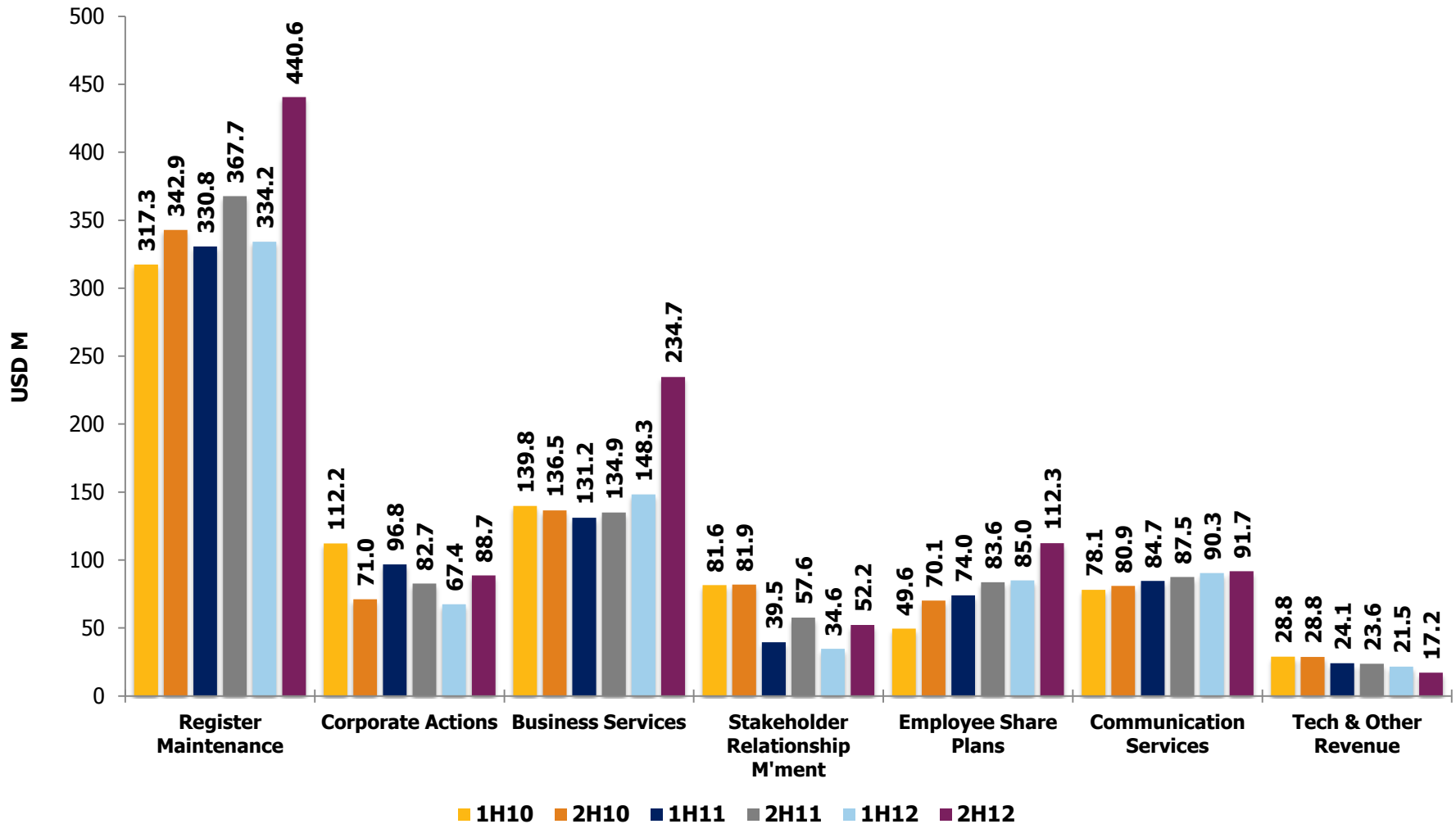
Financial  
Results



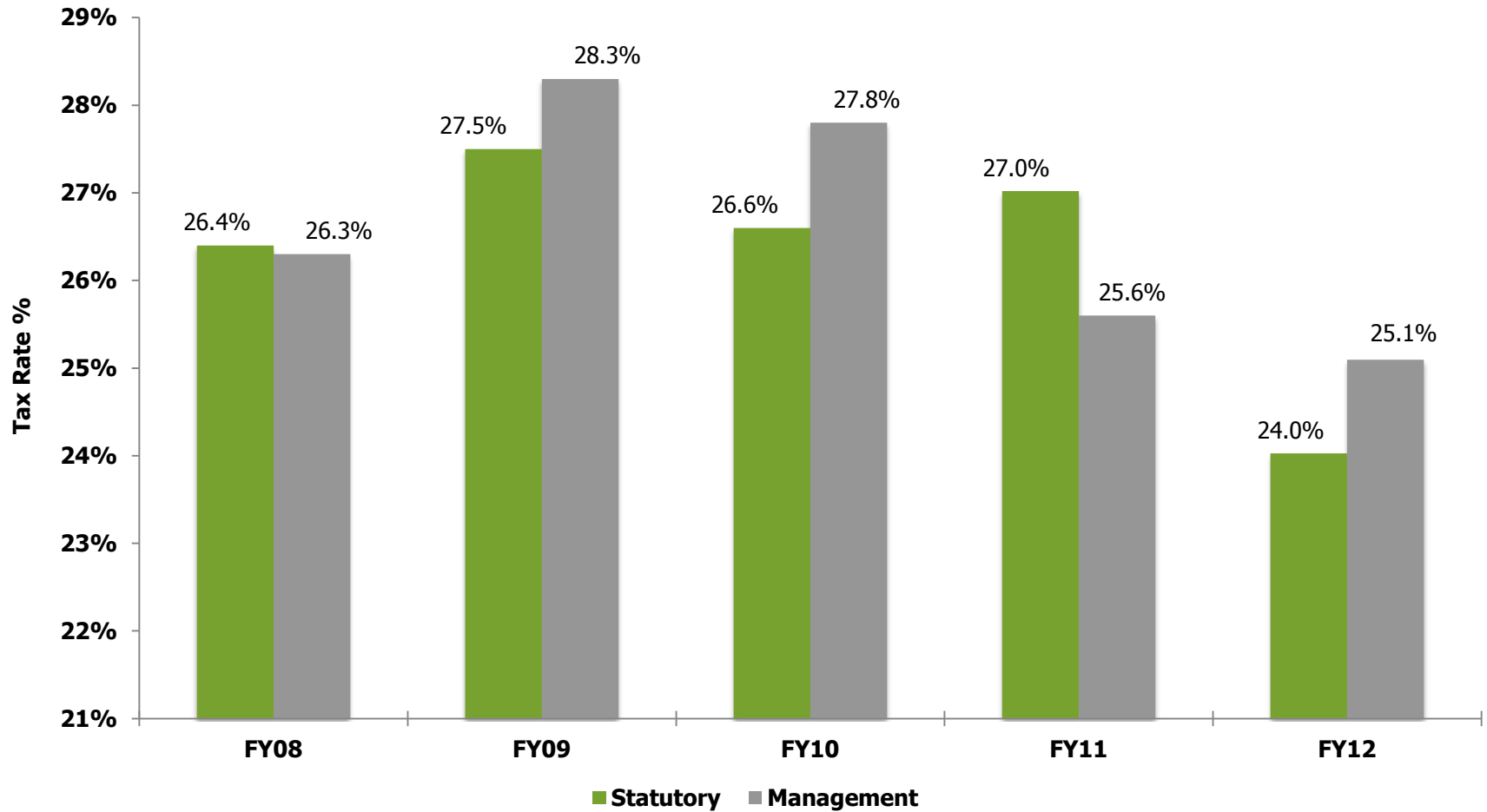
# FY 2012 Revenue Regional Analysis



# Revenue Half Year Comparisons



# Effective Tax Rate - Statutory & Management

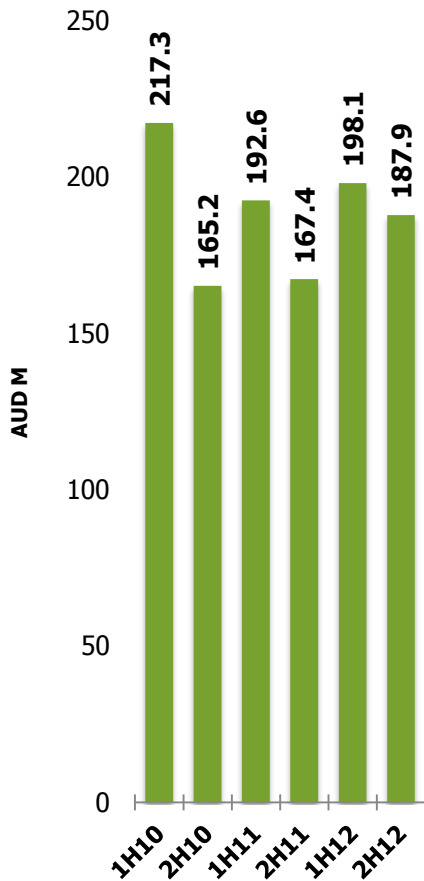




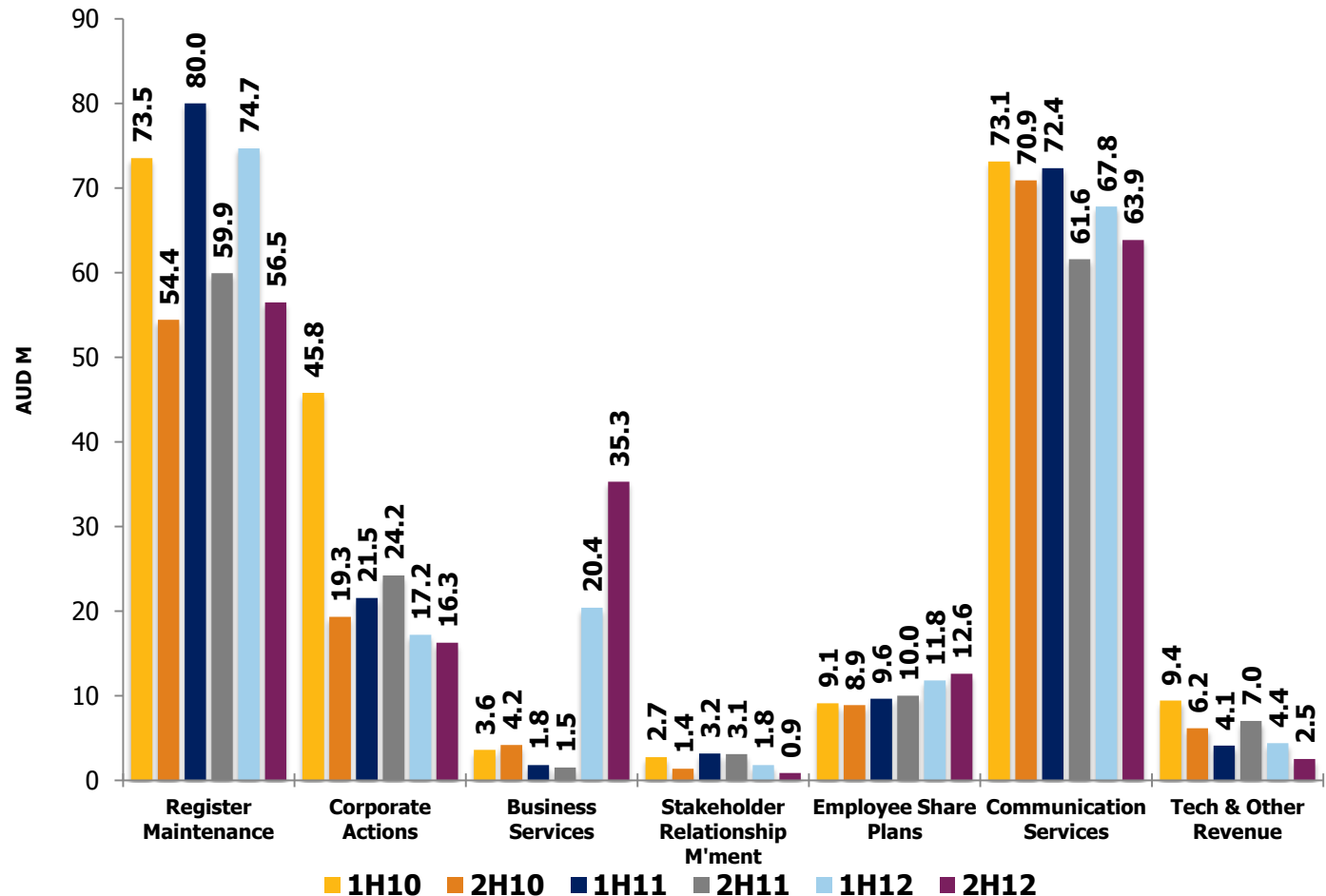
## Country Summaries

# Australia Half Year Comparison

## Total Revenue

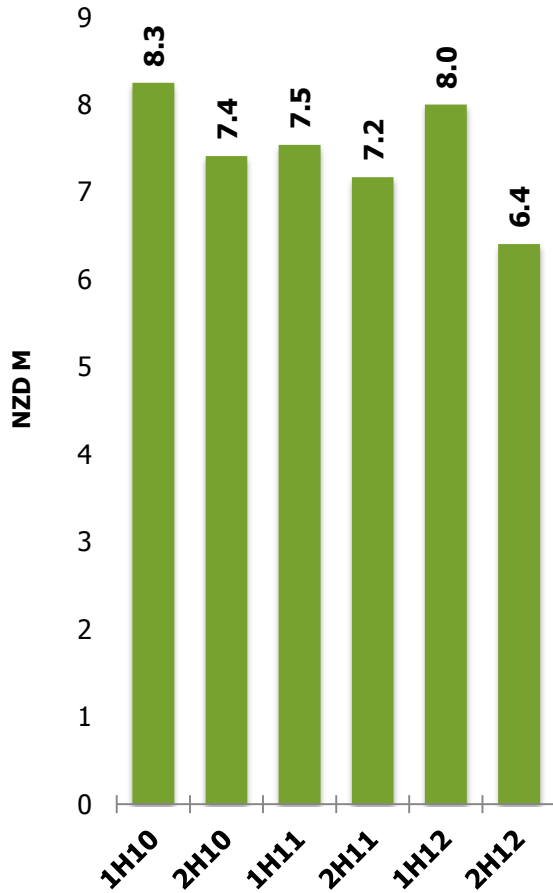


## Revenue Breakdown

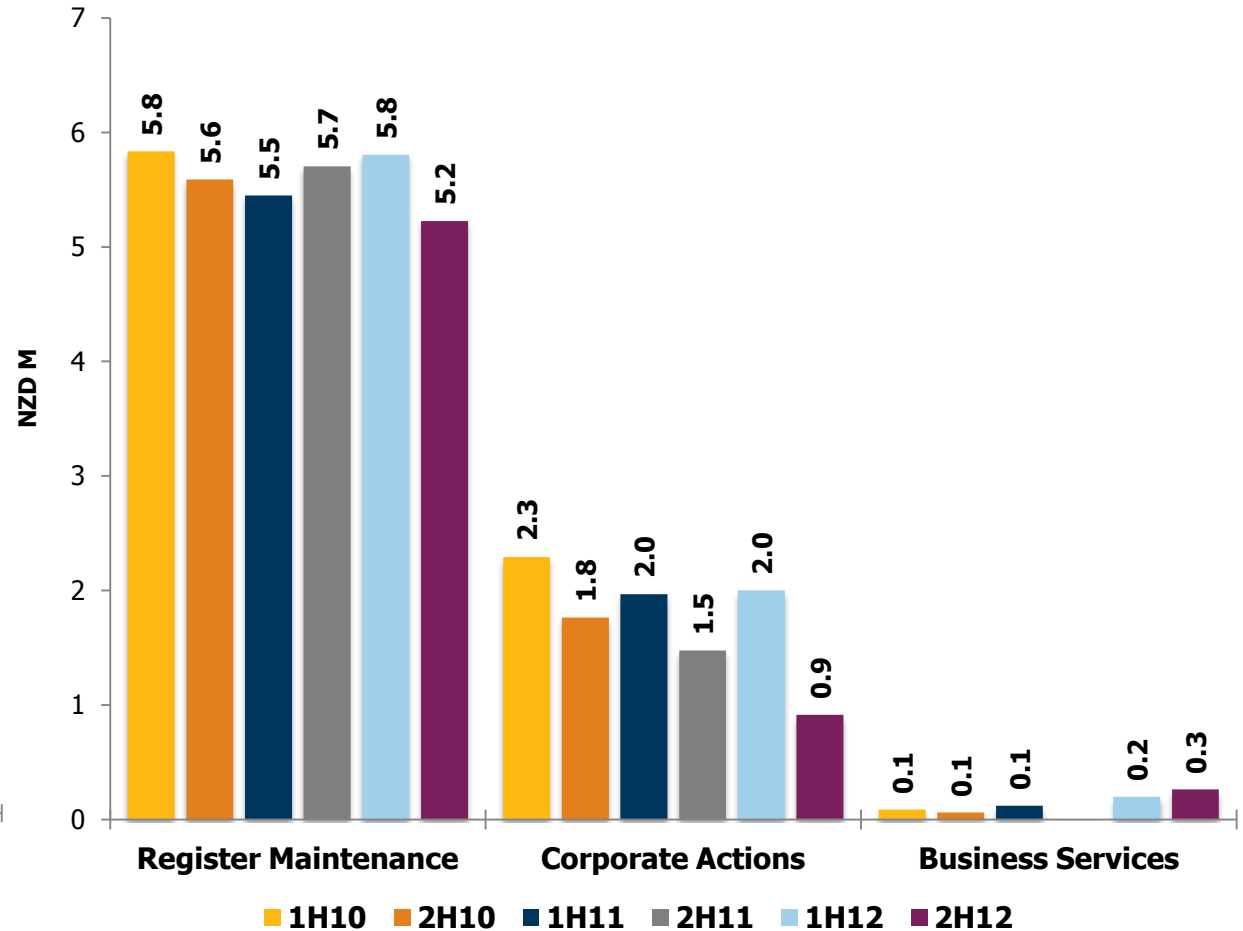


# New Zealand Half Year Comparison

## Total Revenue

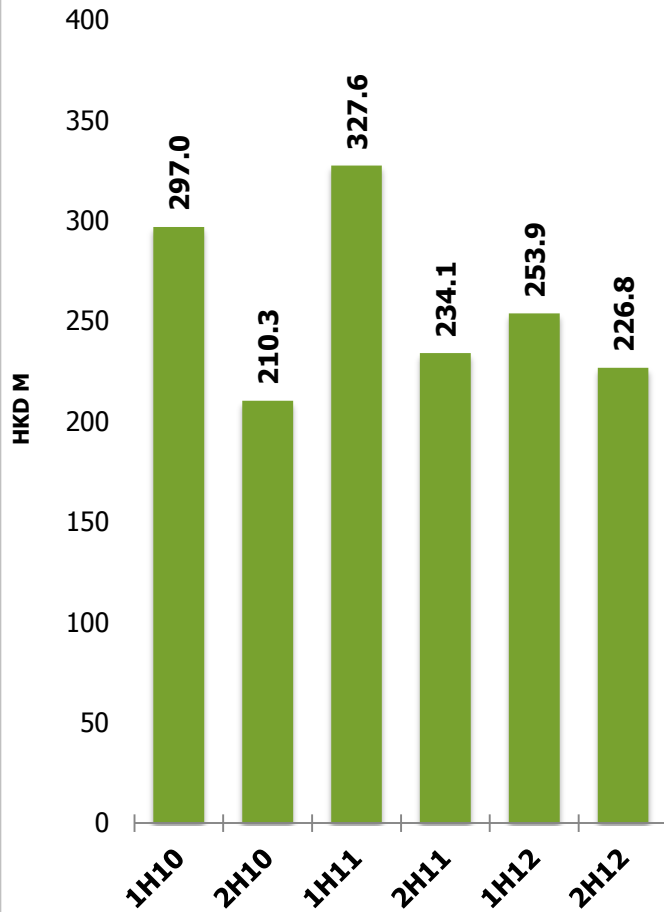


## Revenue Breakdown

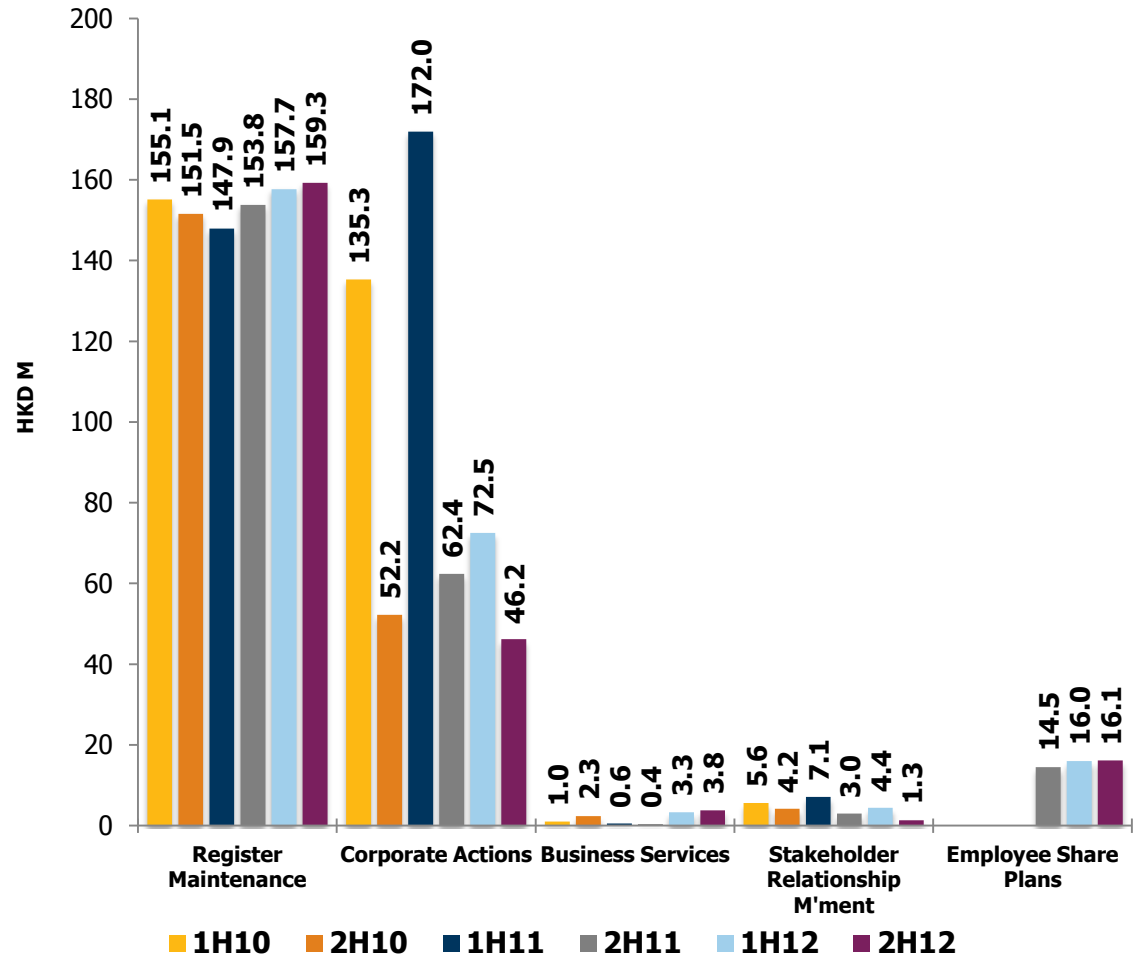


# Hong Kong Half Year Comparison

## Total Revenue



## Revenue Breakdown

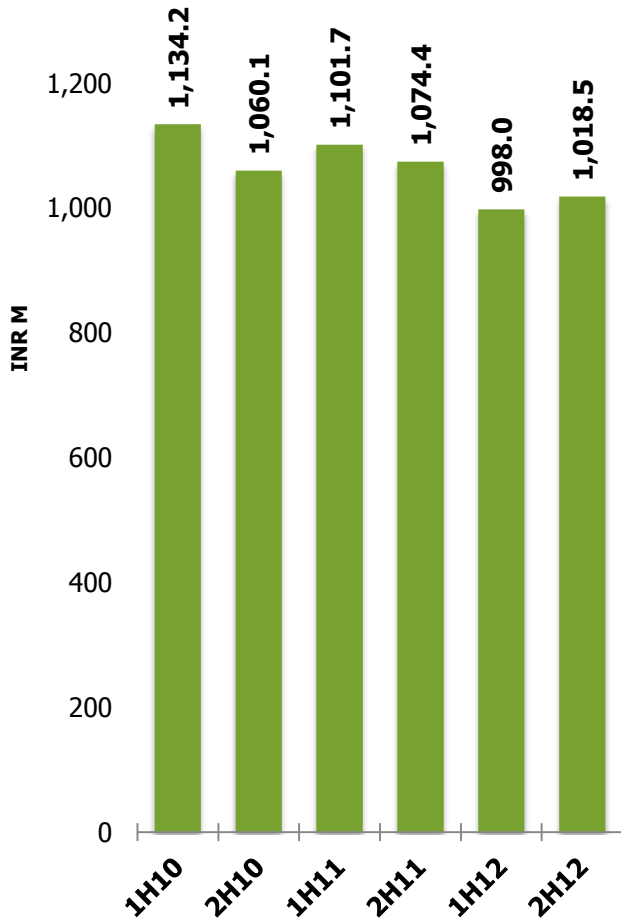


# India Half Year Comparison

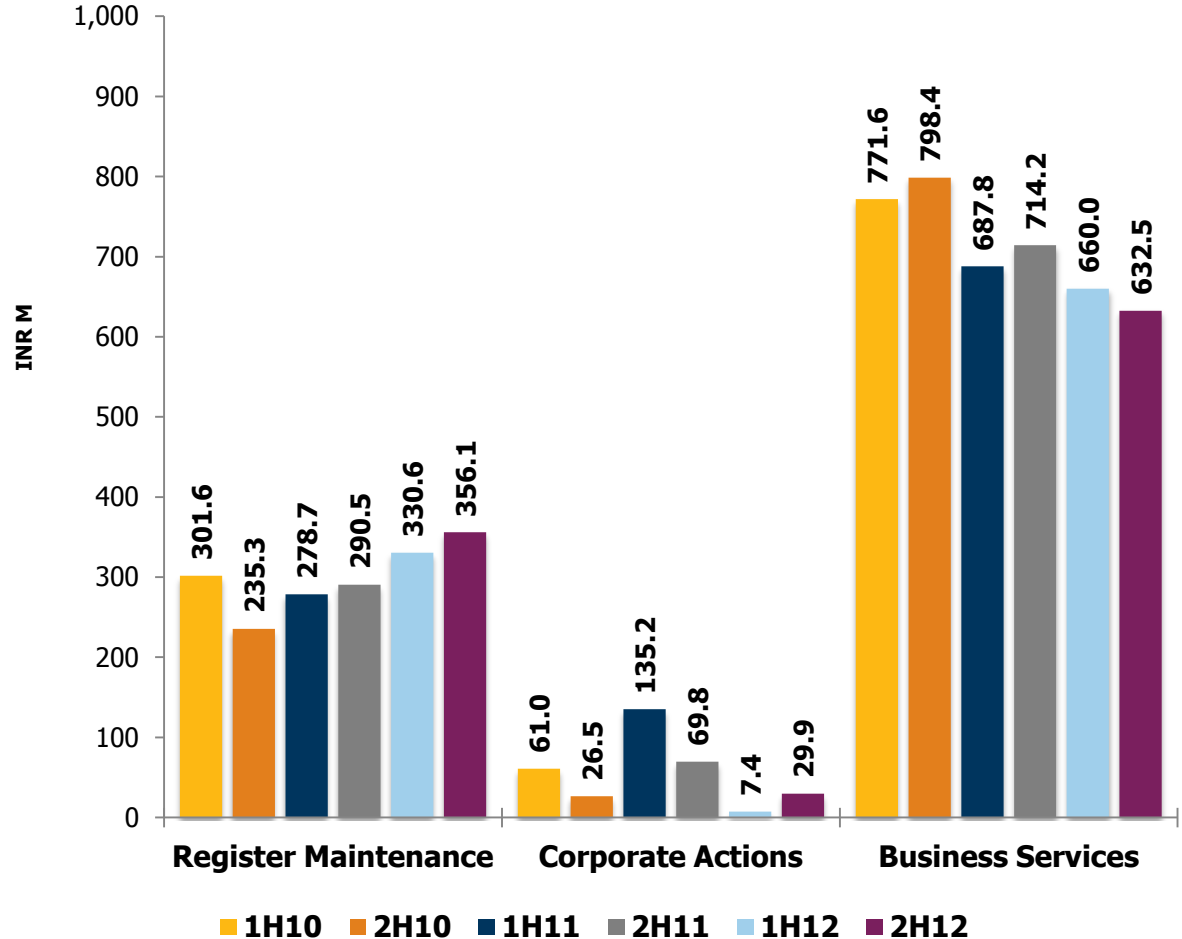


Financial  
Results

## Total Revenue

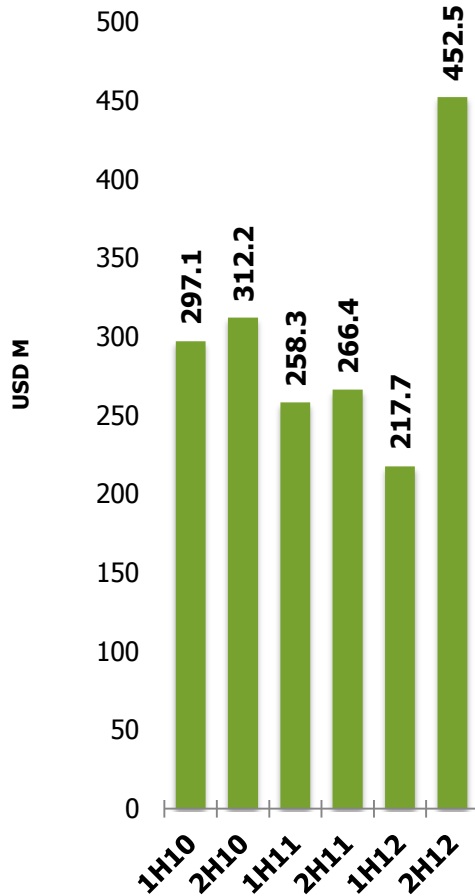


## Revenue Breakdown

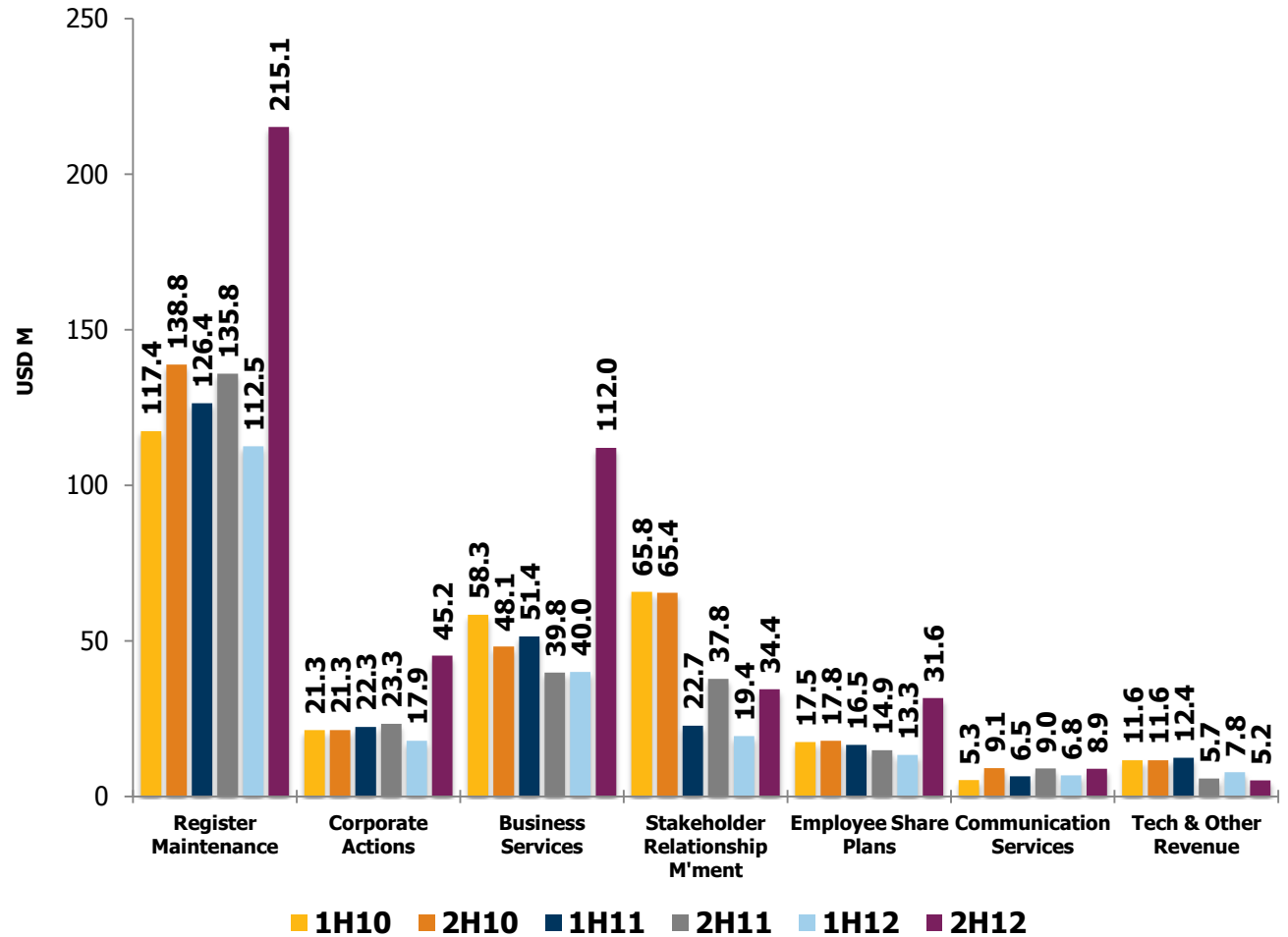


# United States Half Year Comparison

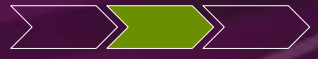
## Total Revenue



## Revenue Breakdown

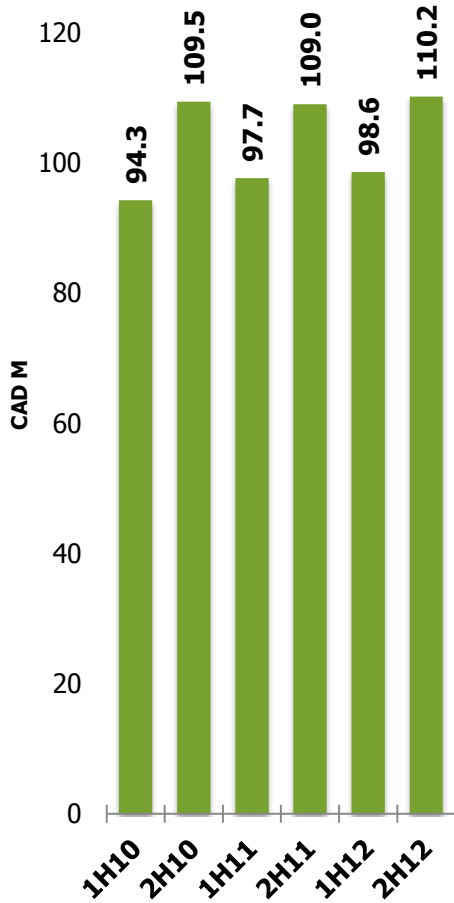


# Canada Half Year Comparison

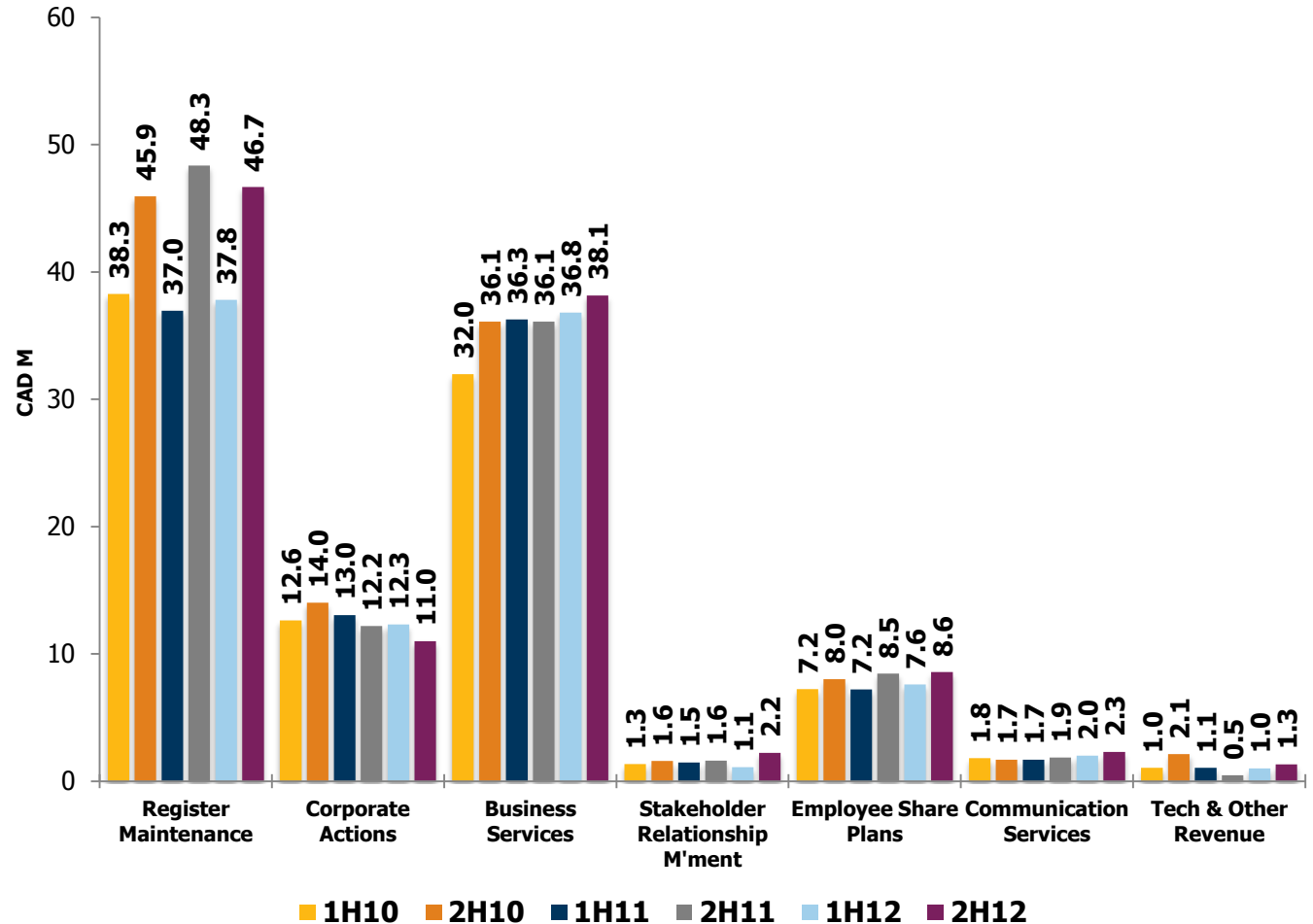


Financial  
Results

## Total Revenue

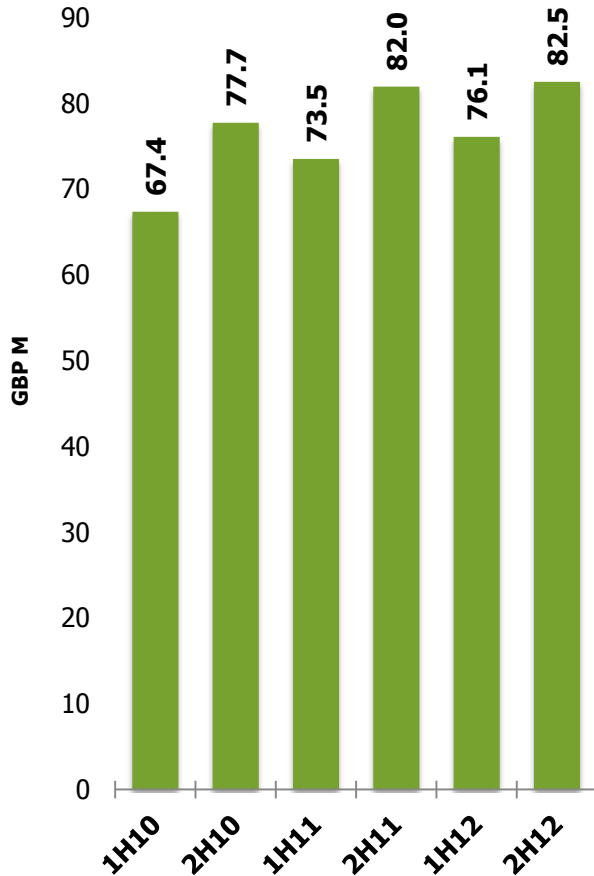


## Revenue Breakdown

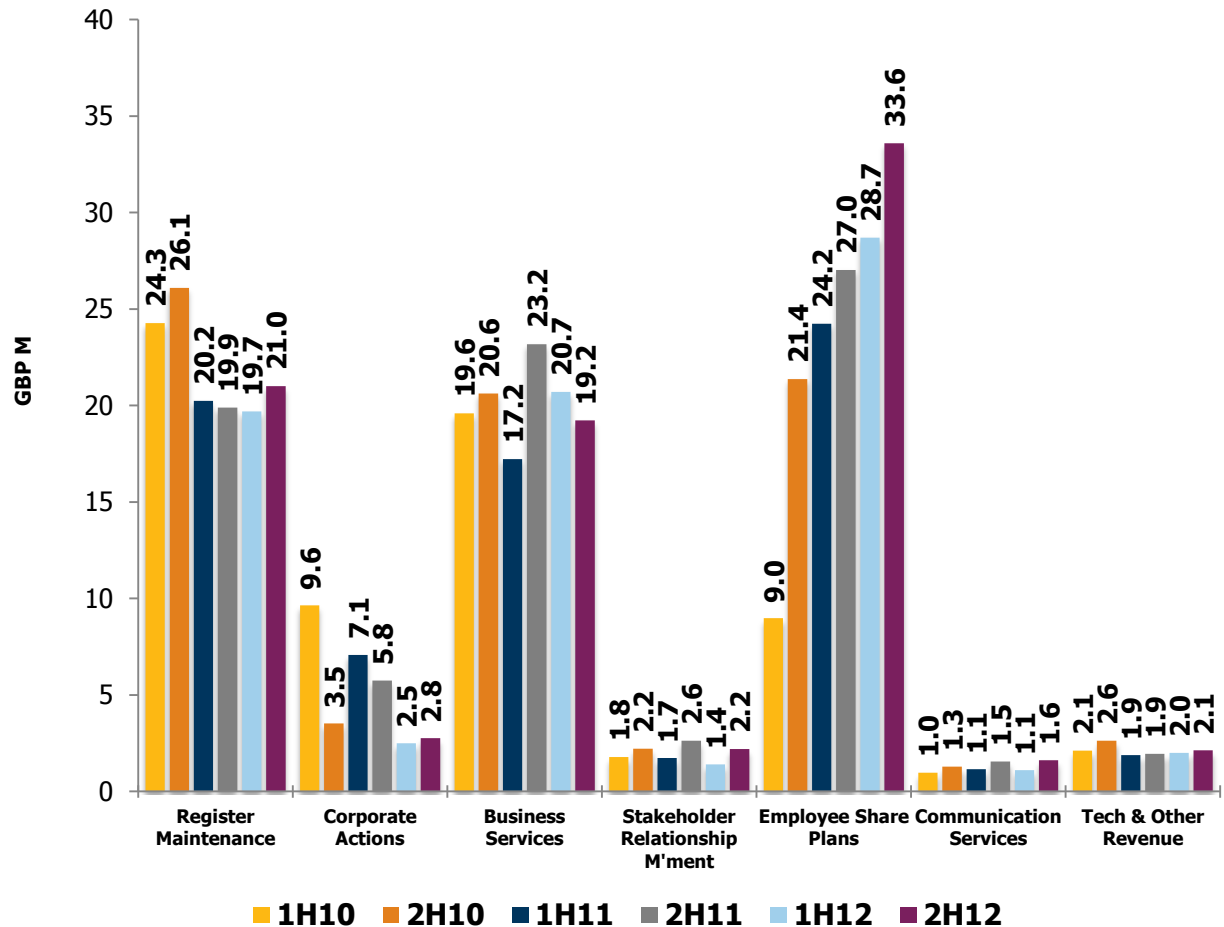


# United Kingdom & Channel Islands Half Year Comparison

## Total Revenue



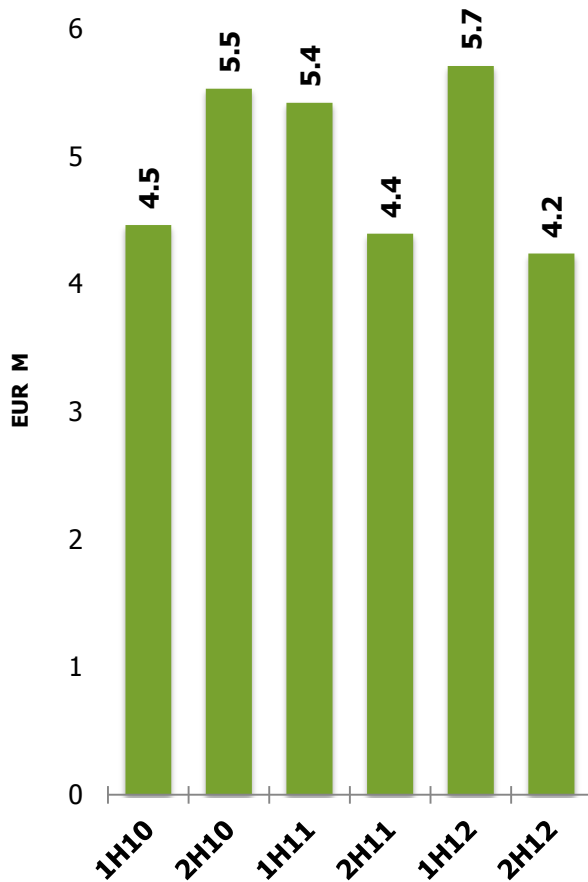
## Revenue Breakdown



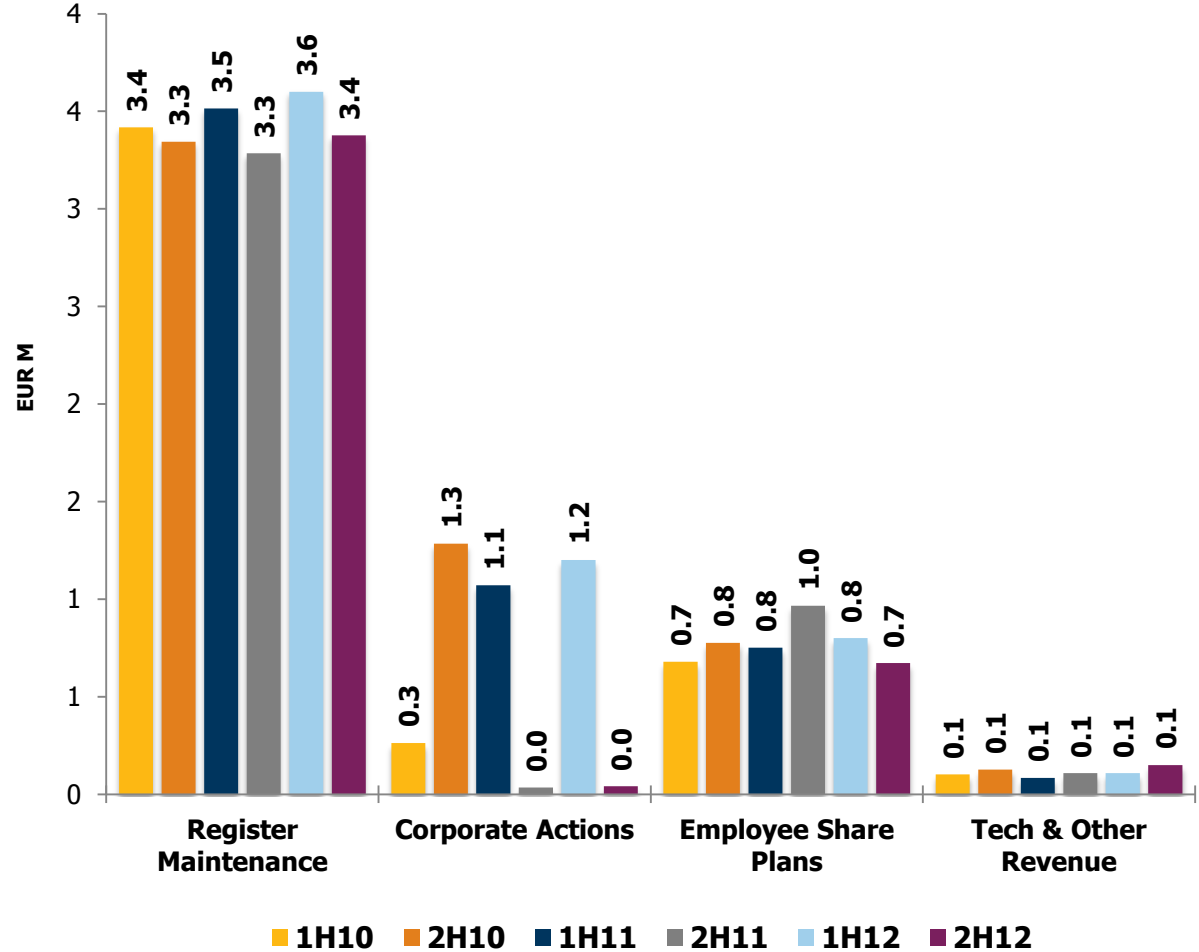


# Ireland Half Year Comparison

## Total Revenue

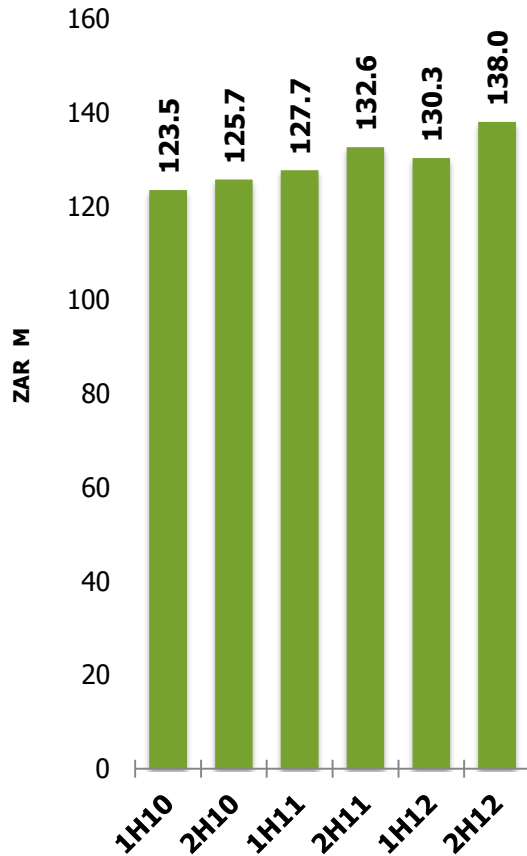


## Revenue Breakdown

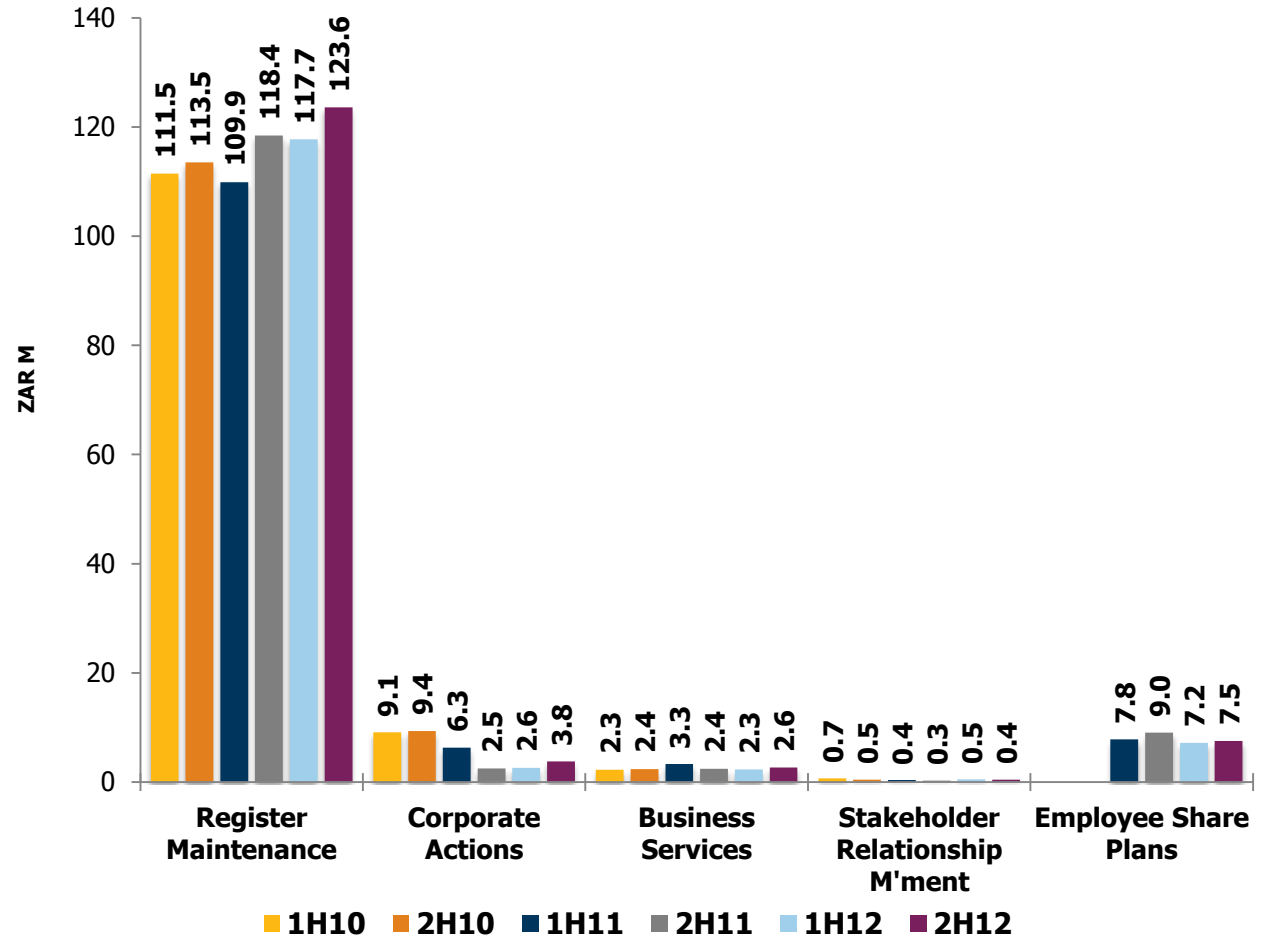


# South Africa Half Year Comparison

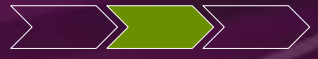
## Total Revenue



## Revenue Breakdown

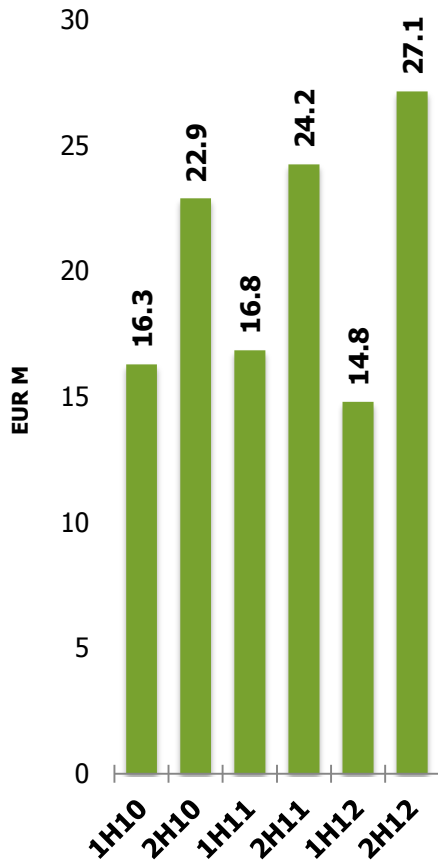


# Germany Half Year Comparison

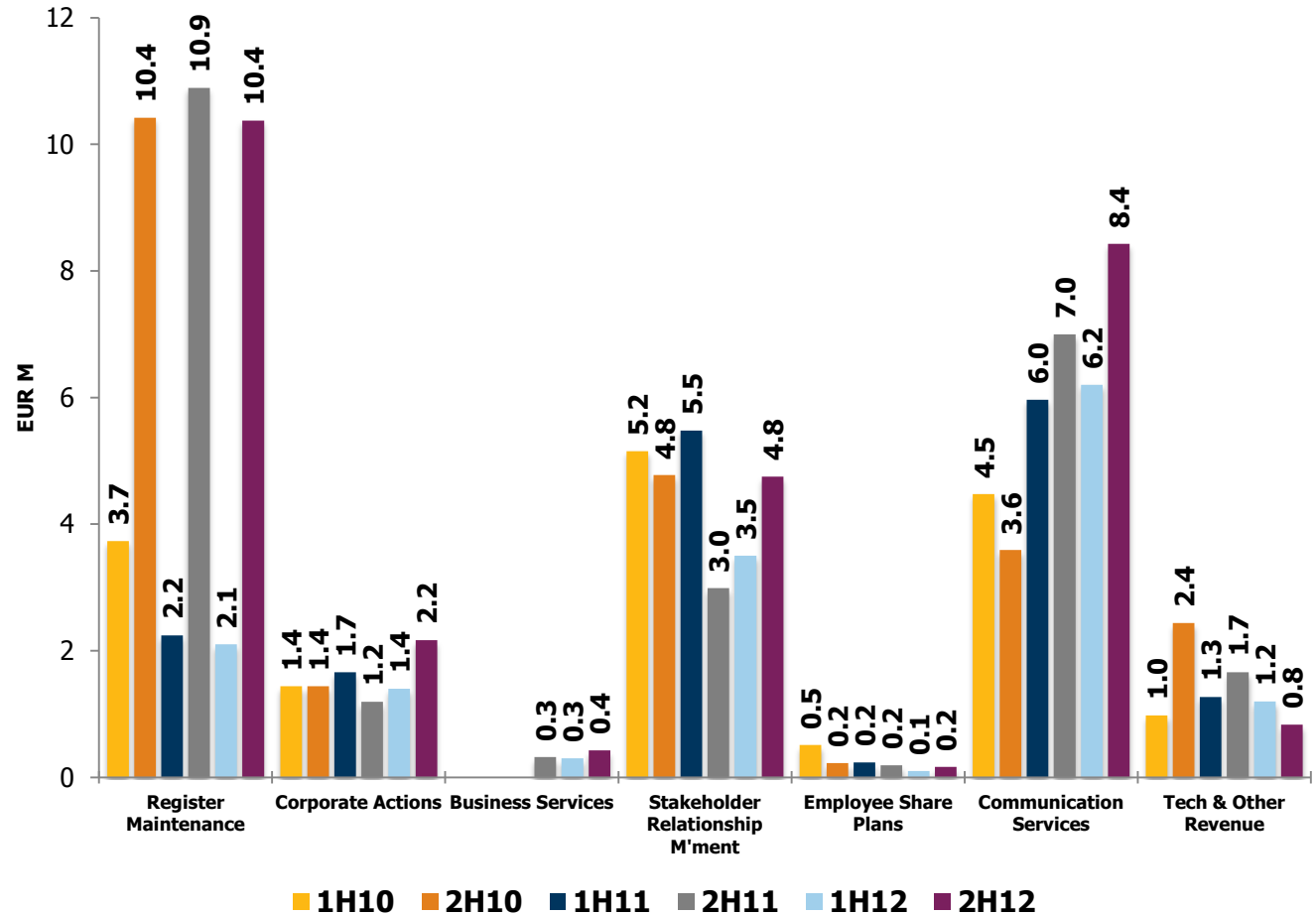


Financial  
Results

## Total Revenue

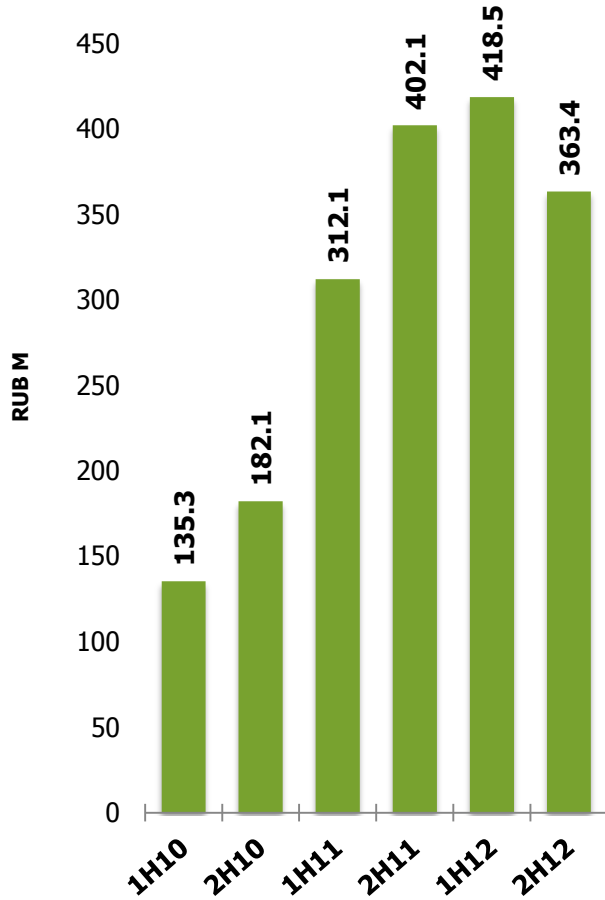


## Revenue Breakdown

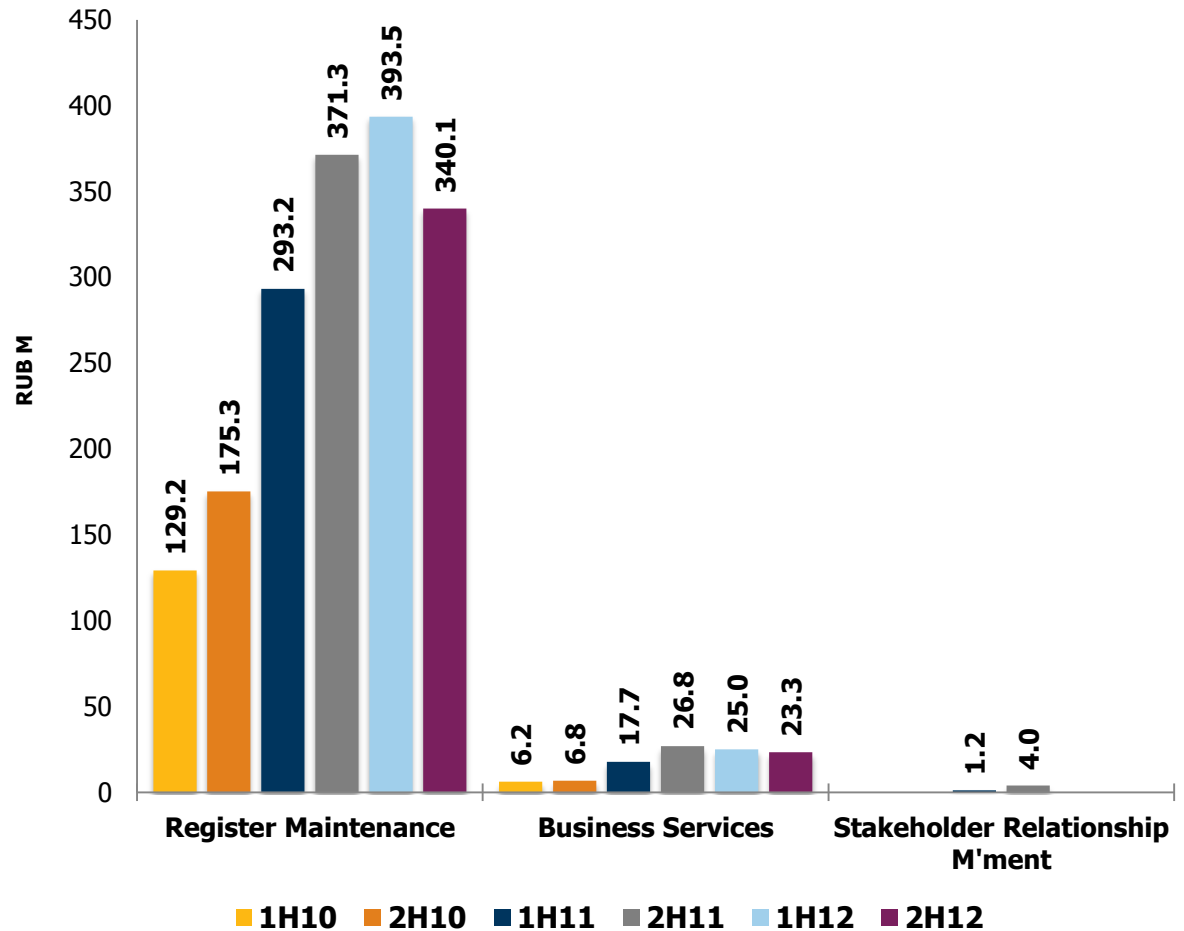


# Russia Half Year Comparison

## Total Revenue



## Revenue Breakdown



## Assumptions

# Assumptions: Exchange Rates

Average exchange rates used to translate profit and loss to US dollars

<b>USD</b>	<b>1.0000</b>
AUD	0.9608
HKD	7.7739
NZD	1.2347
INR	49.6066
CAD	0.9979
GBP	0.6288
EUR	0.7381
RAND	7.6629
RUB	29.9949
AED	3.6730
DKK	5.4915
SEK	6.6521