

# Document Services

# Beyond print and mail

## Thinking through your needs

At Computershare Document Services (CDS), our business is all about understanding your stakeholders—what delights your customers, how to engage your employees, how best to reach your investors.

In fact, the services we provide are designed with only one goal in mind: deliver clear and targeted communications that will inform, persuade, or generate a response from each recipient.

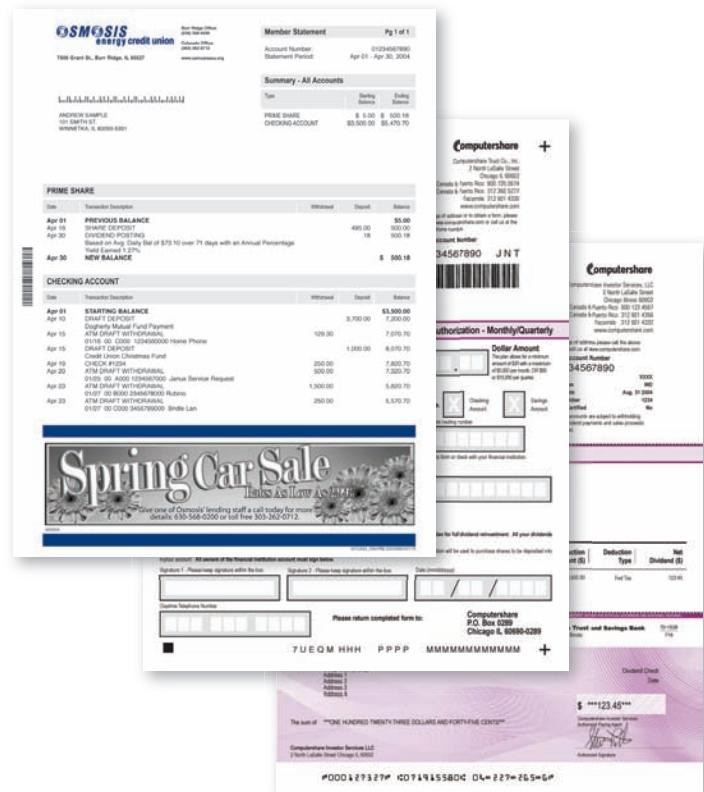
So whether it's through statements, utility bills, print-on-demand stock certificates, or annual meeting materials, we will ensure that your documents will deliver maximum impact to your audience.

## Creating total solutions

Computershare provides a complete suite of services to meet all your communications requirements:

### Customer communications

- Billing and payment solutions
- Customer and member statements through Connect
- Sales and marketing literature
- Applications and enrollment kits



## Intelligence on paper

# Your total communication solutions provider

## Investor and employee communications

- Employee benefit materials
- Annual meeting materials through Quorum
- Financial printing solutions via SmarterPrint
- Paycheck and advice production
- Periodic stakeholder communications (dividend checks, confirms, tax statements, account statements, plan statements, etc.)

## Company reporting

- SEC electronic filing solutions through e3
  - Form 10-Q, 10-K, DEF-14A, 20-F, 6-K and 8-K
  - Section 16 filing
  - Forms 3, 4 and 5

Each solution includes all or a component of the following services:

- Communication consulting
- Document design and creation
- Print production
- Document distribution
- Electronic presentment and delivery

Our highly-qualified and experienced team of design and technology professionals will work with you to create documents that have personalized impact.

Finally, our ISO-certified processing and production environment offers a rich array of features that eliminate risk yet preserve the flexibility of document production and distribution.

## Delivering the benefits

**Marketing effectiveness** – Our solutions help unlock the intrinsic marketing value of your invoices and statements.

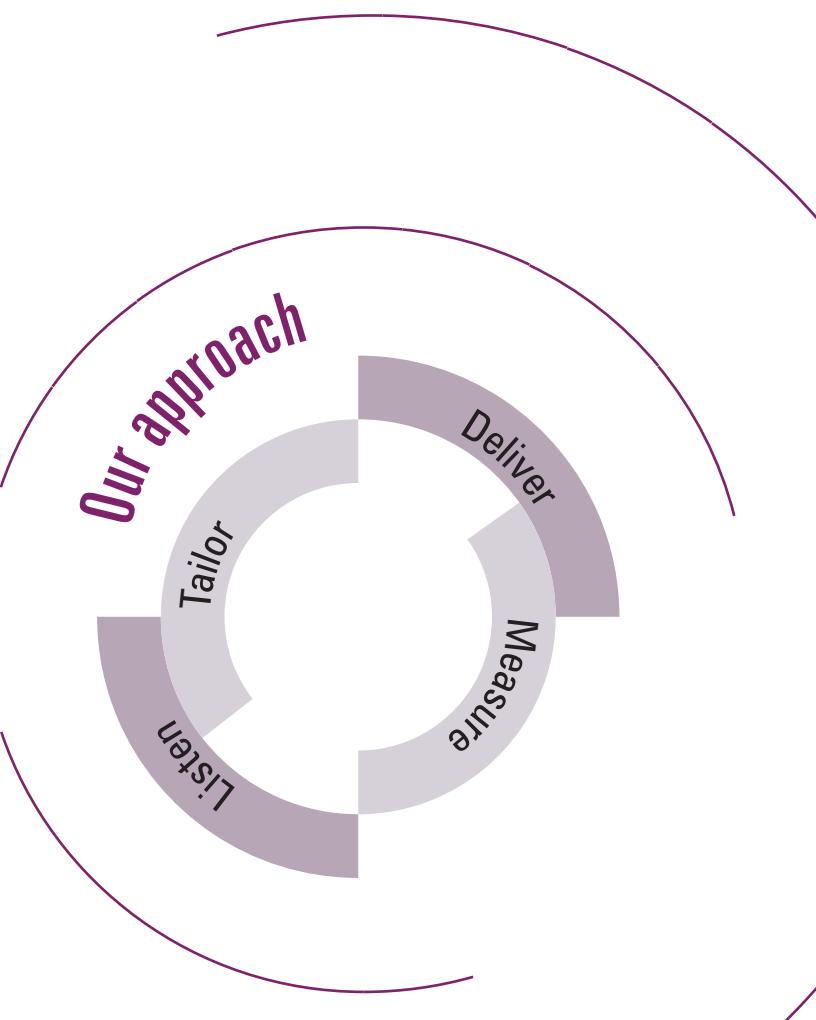
**Message positioning and flexibility** – Our documents offer greater targeting and heightened customization.

**Quality, accuracy and risk management** – Multi-channel delivery, controlled from one state-of-the-art system provides a variety of choices in reaching your audience, while maintaining the integrity of your data.

**Reduced costs** – Our one-stop shop eliminates the need to deal with multiple vendors and redundant fees.

**Speed of production and delivery** – Our well-established and efficient processes ensure the timely distribution of your materials.





- **Listen**—our clients feel confident, because we demonstrate our understanding on a daily basis
- **Tailor**—your competitive advantage is realized with creative visual communication, the right message and user-friendly technologies
- **Deliver**—your reputation is assured, because our people and our systems are client focused, to meet exacting standards
- **Measure**—we gauge our accuracy, our timeliness, and our ability to seamlessly help you over any unforeseen hurdles

For more information, please contact:

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#### About Computershare

Computershare (ASX: CPU) is a global leader in transfer agency, employee equity plans, proxy solicitation and other specialized financial and communication services. Many of the world's largest companies employ our innovative solutions to maximize the value of their relationships with investors, employees, customers and members.

Computershare has approximately 10,000 employees across the world and serves 14,000 corporations and 90 million shareholders and employee accounts in 21 countries across five continents. For more information, visit [www.computershare.com](http://www.computershare.com)