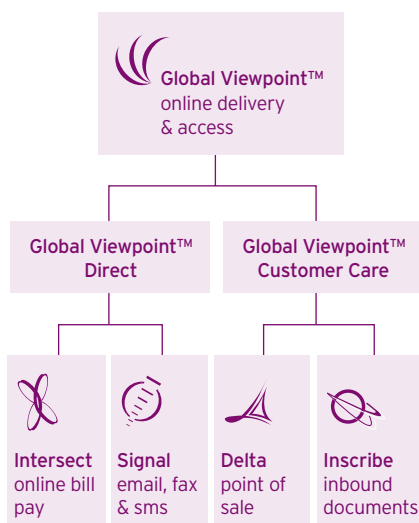


GLOBAL VIEWPOINT™ ELECTRONIC COMMUNICATION SOLUTION

FACT SHEET

Online document delivery and access for your customers, your intermediaries and you

Computershare's Global Viewpoint™ solution enables our customers to optimize multiple delivery channels for personalized, one-to-one communication.



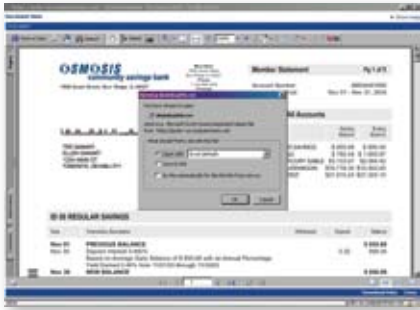
This Web-based solution allows companies to seamlessly deliver information in an electronic format to three types audiences:

- › Customers, enabling them to view statements online
- › Customer service representatives for ongoing monitoring of customer issues
- › Third-party intermediaries, like brokers and agents that need access to online statements

Global Viewpoint helps you reduce the costs associated with paper-based communications and streamlines your processes to increase service efficiency.

GLOBAL VIEWPOINT DELIVERS:

- › Reduced call times
- › First call resolution
- › Reduction in non-call activity
- › An enterprise customer care solution without enterprise-level IT investment
- › Web-based, open architecture solution powered by versatile XML
- › The ability to download data to accounting and other business-critical enterprise applications
- › The flexibility to apply your own branding and style



Customer view: Global Viewpoint™ Direct
Customers can view and download their transaction information



Call center view: Global Viewpoint™ Customer Care Your call center can re-send documents to customers at the touch of a button

GLOBAL VIEWPOINT™ DIRECT FOR CUSTOMERS

Global Viewpoint Direct allows your customers to access their own accounts and transaction information via the Web, securely and quickly, anytime. Through this easy-to-use Web interface, you can unlock the marketing potential of your customer communications by incorporating your company's own branding and style in your online communications.

Through Global Viewpoint Direct, users can:

- > Receive targeted HTML email notification and messaging of document availability via Signal
- > Download data in a variety of formats
- > View digital attachments
- > Pay bills online through Intersect
- > Corporate clients can retrieve their customer documents and data

GLOBAL VIEWPOINT™ CUSTOMER CARE FOR CUSTOMER SERVICE REPRESENTATIVES

Global Viewpoint Customer Care integrates all customer communications into a single repository, giving you an enterprise customer care solution without enterprise-level IT investment. Your customer representatives' productivity will improve from instant on-screen access to every transaction or communication.

Your representatives can:

- > Retrieve documents on demand, then fax, mail and/or email them in response to customer inquiries and requests – at the touch of a button
- > Immediately access a secure event log for viewing
- > View all inbound documents via Inscribe
- > Quickly reproduce a document online
- > Allow brokers, agents and other third-party intermediaries to search through their portfolio of customers to view specific customer histories, and then print or resend any document
- > Print documents on demand through Delta

ABOUT COMPUTERSHARE

Computershare is a global leader in transfer agency, employee equity plans, proxy solicitation and other specialized financial and communications services – serving more than 100 million shareholder accounts on behalf of 14,000 corporations in 17 countries.

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