

## NEWS RELEASE

FOR IMMEDIATE RELEASE

<b>Date:</b>	Thursday July 18, 2019
<b>Subject:</b>	S&P cites strong tech, controls and management experience as it reaffirms "above average" rankings for Computershare's SLS

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### **S&P CITES STRONG TECH, CONTROLS AND MANAGEMENT EXPERIENCE AS IT REAFFIRMS "ABOVE AVERAGE" RANKINGS FOR COMPUTERSHARE'S SLS**

**New York, NY, Thursday July 18, 2019** – Global ratings agency S&P have reaffirmed the above average rankings of Computershare Loan Service's Specialized Loan Servicing business as a residential mortgage primary, special, subprime, and subordinate-lien loan servicer.

S&P reported that Computershare's U.S. mortgage servicing unit has invested in and matured its technology and operations commensurate with the measured growth of its portfolio and has a "strong internal control environment" and "good servicing performance metrics".

The ratings agency noted that the company's "experienced management" team continues to support its operations, and that it believes that it "will remain a capable residential loan servicer for a variety of investors in the marketplace."

"We're delighted that S&P have reaffirmed our ratings – particularly as they've cited our technology and people as important factors in their decision," said Tom Millon, CEO of Computershare Loan Services in the U.S..

"As part of an international mortgage servicing company – and global financial leader – our U.S. servicing operation has been able to improve its world-class systems to enhance further the services we provide for our clients.

"On top of this, our training and development programs as well as the sheer breadth of experience at every level of our organization mean that our people are able to use that tech in a way that ensures we are constantly improving standards and finding new ways to work better."

S&P cited several factors that lay behind its decision, including:

- Experienced management and staff members that continue to achieve measured portfolio growth in agency and non-agency products with reduced delinquency rates across the business' portfolios
- A strong focus on systems and workflow automation throughout the loan administration processes
- Robust call center quality monitoring

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- Strong internal controls with multiple lines of defense, enterprise risk management, and systems automation to support each control function
- A solid combination of board and senior management meeting and committee routines designed to elevate legal, regulatory, and audit risks

S&P also noted that, since its last review of its U.S. servicing operation in May 2018 that Computershare Loan Services had:

- Completed its acquisition of LenderLive Financial Services
- Improved the training it provides staff members by providing additional alternation between classroom and on-the-job experience and greater support for contact center workers as well as hiring new coaches for new employees
- Enhanced its customer website to accommodate private-label clients
- Introduced new systems and technology for its customer service staff and elsewhere
- Better aligned its foreclosure and loss mitigation departments
- Implemented an analytics tool to enhance the pipeline and timeline for foreclosures

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#### **For any media enquiries**

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#### **Notes**

1. Spokespeople available on request.
2. For high resolution images of spokespeople, visit <http://cpu.vg/spokespeople>.

#### **About Computershare Loan Services**

Computershare Loan Services is a leading international third-party mortgage servicing company, currently administering over \$100 billion of assets. We continue to invest in technology and servicing enhancements globally and in mortgage servicing rights across the USA. We help mortgage lenders optimize the performance of their portfolios and support hundreds of thousands of borrowers throughout the lifecycle of every loan. Our expertise, experience and understanding of large volumes of complex financial data also help us provide insight and services to mortgage providers, investors and real estate professionals.

#### **About Computershare Limited**

Computershare (ASX: CPU) is a global market leader in transfer agency and share registration, employee equity plans, mortgage servicing, proxy solicitation and stakeholder communications. We also specialize in corporate trust, bankruptcy, class action and utility administration, and a range of other diversified financial and governance services.

Founded in 1978, Computershare is renowned for its expertise in high integrity data management, high volume transaction processing and reconciliations, payments and stakeholder engagement. Many of the world's leading organizations use us to streamline and maximize the value of

relationships with their investors, employees, creditors and customers. Computershare is represented in all major financial markets and has over 16,000 employees worldwide.