

# Australian Registry Service Provider Survey 2015

## J.P.Morgan and Governance Institute of Australia

The recently released **JP Morgan Australian Registry Service Provider Survey for 2015**, highlighted some extremely positive feedback for Boardroom in relation to our ability to deliver on quality, innovation and value for our clients.

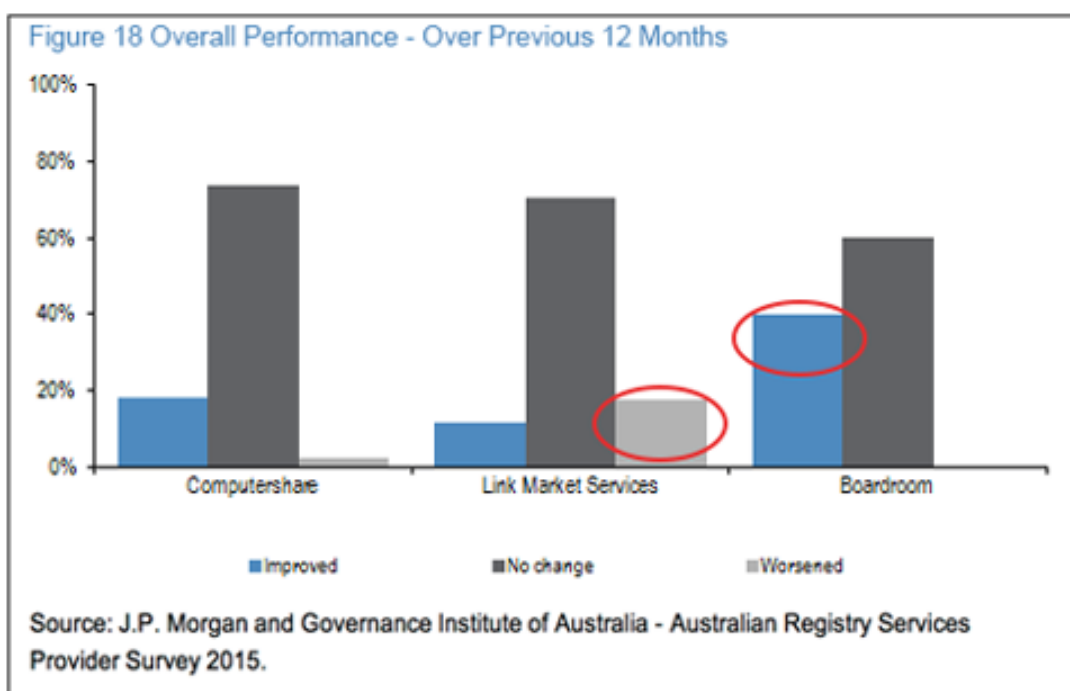
Here at Boardroom, our fundamental objective is to 'delight' our clients, through a proactive and innovative approach to registry services. We pay extremely close attention to our client's feedback to ensure that we continuously improve our position as a leading, quality provider of registry services.

Below is a snapshot of the key services captured in the survey and Boardroom's performance as measured by our clients.

### Overall Performance:

**For the second year running, boardroom was the only provider to receive 100% (good or better) for its overall performance.** Furthermore, the report quoted

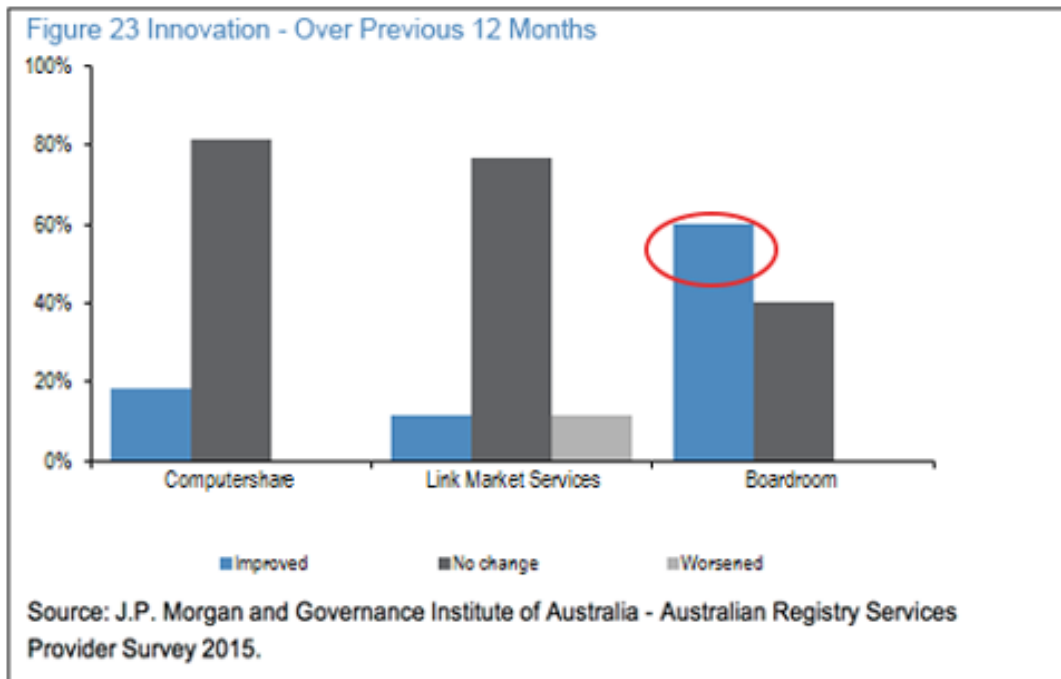
*"...40% of respondents also indicated an improved performance for Boardroom, an important conclusion for the provider as it looks to capture market share from incumbents Computershare and Link".*



## Innovation:

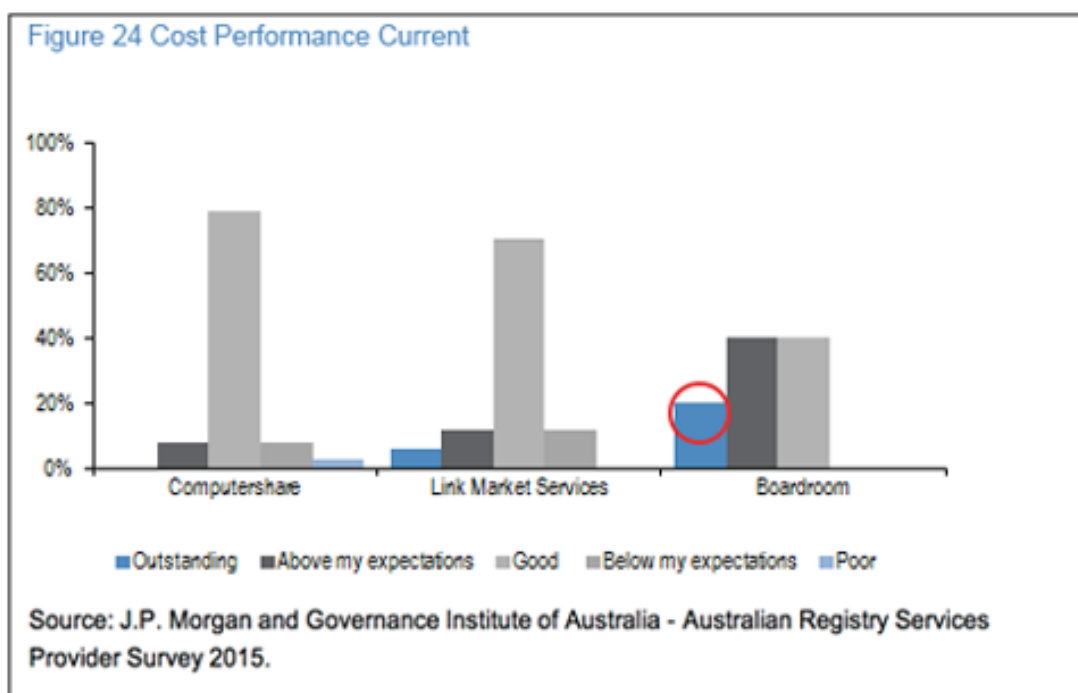
"...the majority of Computershare and Link respondents have also indicated no change in innovation with respect to services being offered over the last 12 months (refer Figure 23).

However in contrast, Boardroom has received materially higher readings with 60% of respondents indicating that there has been an improved level of innovation with respect to the products being offered over the last 12 months".



## Cost:

"Respondents who are currently being serviced by Boardroom have a particularly favourable view on the registry provider's cost performance, with 20% of respondents noting an outstanding performance at present".



We are very pleased with the results of this survey, particularly the fact our clients have confirmed we are heading in the right direction in relation to providing valued services that support their objectives. With that being said, we at Boardroom will not rest on our laurels and remain committed to exploring further ways to 'delight' our clients in the future.

I would like to take this opportunity to thank all of our clients for their ongoing support and feedback which has enabled us to continuously improve our performance delivery and offer another real option in a market that historically has been considered a duopoly.

Kind regards,

A handwritten signature in black ink, appearing to read 'Rhett Tregunna', with a stylized flourish extending from the end.

Rhett Tregunna  
Chief Executive Officer  
**Boardroom Pty Limited**