Broadridge Response to a Question Presented at Its Annual Meeting

In response to a question raised by a caller during the Broadridge Virtual Shareholder Meeting (VSM) held on Wednesday, November 17, 2010, regarding issues he encountered in attempting to access the VSM, we are providing the following information.

Meeting Participation:

The Broadridge VSM was very well attended by both shareholders and non-shareholders. The use of the VSM platform has enhanced attendance at, and participation in our annual meeting, as indicated by the statistics below:

	2010	**2009**	**2008***
Total Attendees	186	184	<10
Number of Shareholders Voting During Meeting	26	22	0
Number of Shares Voted at Meeting	17,563	8,924	0
Questions	10	15	3

*Broadridge conducted an in-person annual meeting in 2008 with no virtual component

The caller stated that he was told by a Broadridge Shareholder Support Line representative that many people were having difficulty attending the VSM. A vast majority of attendees watched, listened and participated in the meeting without incident. This is confirmed by both the number of attendees who remained on the webcast for the duration of the meeting, as well as by the fact that the Broadridge Shareholder Support Line received calls from three people. One was resolved quickly, one remained unresolved due to an unsupported shareholder computer configuration, and the third presented the issue addressed in this response.

Technical Considerations:

A detailed analysis of all technology logs shows that there were no systemic technical issues in accessing the Broadridge VSM. The typical issues that our Shareholder Support Line handles are due to a participant's computer configuration rather than technical VSM issues. All webcasts require an appropriate configuration to run correctly. Minimum standard configurations ensure that participants will be able to hear and see an event successfully. Individual computer configurations that deviate from the standard configuration typically need to be adjusted in order for a person to attend a webcast.

As with all VSMs hosted on the Broadridge platform, Broadridge had a team in place to monitor all aspects of the meeting. There were no issues identified by this team during the course of the meeting. Additionally, Broadridge had a toll-free Shareholder Support Line open the day before, and the day of, the meeting to promptly respond to anyone reporting difficulties gaining access.

VSM Enhancements:

This year, we added a new feature to our VSM that allowed participants with a control number to call and ask their questions over the phone. By opening the meeting to phone calls, we were able to bring even more direct communication to a virtual only setting.

We continually seek ways to provide easy access for shareholders to attend VSMs, including putting the System Configuration Test right on the VSM login page so that an attendee can test their system to ensure compatibility in advance of the meeting. Further, we can and will provide more information about the browsers that we support and the configurations necessary for those browsers that will maximize the attendees' experience. We are also exploring ways for shareholders to select an audio-only path into the event if they are unable to reach the streaming video.

As with all of the services Broadridge offers, we constantly seek ways to improve, and we welcome any feedback from shareholders and other participants. We will continue to work to improve on the VSM capabilities to support the growing desire by issuers and shareholders alike to increase communications through the implementation of technology.