

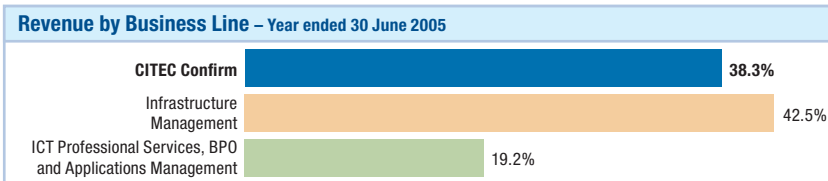
# Operational Reports Business Lines

## Information Brokerage (Confirm)

As Australia's leading provider of online search services, CITEC Confirm enabled the completion of more than four million transactions during the year.



**Rhonda Cunningham**  
Director, Information Brokerage



### Market Overview

During the past year the information brokerage market has felt the effects of the slowing of the property market after strong activity during 2003/04. Although the boom flattened over the year, CITEC Confirm continued to thrive due to its diverse content offerings.

As organisations increasingly depend on information brokerage companies for fast and reliable access to information, they are demanding integration into their legacy systems, disaster recovery and business continuity planning. There is a focus on national implementation of services rather than separate offices utilising the services of different information brokers.

CITEC Confirm was a key contributor to CITEC's financial result, delivering \$46.7 million in revenue for the year.

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In 2004/05 CITEC gained a new partner in Baycorp Advantage, a leading provider of business intelligence information. The first search launched as a result of this partnership was RealtyCheck, which provides instant and low cost access to accurate property value estimations. During 2005/06 further searches using Baycorp Advantage databases will be launched.

Thanks to an expanding footprint in the legal industry, CITEC Confirm was protected from the softening in the Australian housing market which

occurred in the second half of the year. Our litigation business continued to gain strength with legal firms recognising the productivity and competitiveness to be gained using our electronic lodgement and filing services.

Victorian law firms have been quick to recognise the significant time and cost savings of CITEC Confirm's County Court of Victoria eFiling service with an average of 17 per cent of documents now filed electronically each month across that state.

### Key Contracts and Initiatives

#### First National Legal Client Signed

The signing of CITEC Confirm's first national law client – Blake Dawson Waldron – enables Blake Dawson Waldron's employees in Sydney, Melbourne, Canberra, Brisbane, Perth, London, Port Moresby and Shanghai to conduct a range of information searches from their desks.

#### Improved Disaster Recovery Capability

A key achievement for 2004/05 was the implementation of a disaster recovery project to strengthen CITEC's ability to maintain business continuity in the event of a disaster. This project built on CITEC Confirm's existing disaster recovery capability which includes backup power supply, intelligent air conditioning and year-round security monitoring. Phase one of this project, completed in February 2005, involved the installation of dedicated disaster recovery equipment and establishment of an offsite backup process. Work has begun on phase two of this project, which will deliver a further improvement in CITEC's data recovery point and recovery time capabilities.

Our improved disaster recovery capability provides CITEC Confirm with a significant competitive advantage in the financial, general insurance and

legal sectors. Companies operating in these sectors are now required to comply with the Australian Prudential Regulation Authority's Prudential Standard for Business Continuity Management. As a third party supplier to these sectors, CITEC Confirm has made a major investment to ensure its systems and infrastructure meet this standard.

### Looking Forward

CITEC Confirm's focus in 2005/06 will be on further expansion of our litigation business. We are already a dominant player in the legal sectors in Queensland and Victoria, and in the coming year we will pursue new services based around civil registry and probate activities. CITEC Confirm will also introduce a total conveyancing package in New South Wales and Victoria. We expect significant growth in the Queensland litigation market, as a result of the increase in the number of Queensland Magistrates Courts offering electronic lodgement services.

From a technology perspective, CITEC Confirm is investigating ways to extend the information it provides to deliver better value for clients and improved technology integration. CITEC Confirm will also strengthen its relevance in the business world by expanding the range of corporate searches it provides.