

Summary of Keycorp Communications to Shareholders

The board of directors aims to ensure that shareholders are informed of all significant developments affecting the company's state of affairs. Information is communicated to shareholders by the following means:

- the interim (half yearly) report
- the annual report and/or the concise annual report
- the Directors' Commentaries on the half and full year results
- the company's web site, which has a dedicated investor relations section called Investors Overview at www.keycorp.net/InvestorsOverview
- disclosures made to the Australian Stock Exchange, copies of which are posted to the company's web site at www.keycorp.net/InvestorsOverview/ASXAnnouncements/
- notices and explanatory memoranda of annual general meetings, and
- the annual general meeting.

It is the company's policy to request the external auditor to attend annual general meetings and be available to answer shareholders' questions about the conduct of the audit and the preparation and content of the auditor's report.