

Analysts Briefing

ACCORD CUSTOMER CARE SOLUTIONS LIMITED

Analysts Briefing

Accord Customer Care Solutions Limited is pleased to present its Analysts Briefing held this afternoon, which is in the attachment here-below.



Q1FY03 Analyst Briefing.pdf

Submitted by Liu Kamward, Company Secretary on 21 May 2003 to the SGX



ACCORD CUSTOMER CARE SOLUTIONS LIMITED

1Q FY2003 Results

Analyst Briefing

21 May 2003



Agenda

- **Financial Results – 1Q FY2003**
- **Market Coverage**
- **Going Forward**

Financial Results

1Q FY2003



Financial Highlights

	3 mths ended 31 Mar 2003 (S\$m)	3 mths ended 31 Mar 2002 (S\$m)	Growth (%)
Revenue	15.8	13.2	20
Profit before tax	3.5	2.8	28
Net Attributable Profit	3.0	2.2	38
Earnings per share	0.54 cents	0.40 cents	35
	As at 31 Mar 2003	As at 31 Dec 2002	
NTA per share	9.80 cents	3.33 cents	

Cash Flow Summary

	3 mths ended 31 Mar 2003 (S\$m)	3 mths ended 31 Mar 2002 (S\$m)
Net cash from operating activities	3.0	(2.6)
Net cash used in investing activities	(9.9)	(2.1)
Net cash from financing activities	26.4	(0.031)
Net increase (decrease) in cash and cash equivalents	20.1	(4.8)
Cash and cash equivalents as at 31 March	26.9	4.9

Market Coverage



Growth Model



ACCS Network

	5 mths ended 31 Dec 1999	12 mths ended 31 Dec 2000	12 mths ended 31 Dec 2001	12 mths ended 31 Dec 2002	From 1 Jan 2003 to 20 May 2003
Net increase in no. of new service centres	2	9	51	36	42
Total no. of service centres	2	11	62	98	140
Additional no. of new repair management centres added	-	-	-	-	36
Total no. of repair management centres	-	-	-	110	146

Expansion in Network since 1 Jan 03

Countries	Service Centres	Repair Management Centres
Australia	-	25
Brunei	-	3
China	29	-
Malaysia	4	3
Philippines	1	-
Singapore	1	5
Thailand	6	-
UAE	1	-
Total	42	36

New Partners since 1 Jan 2003

- **Network Operators**
 - DTAC

- **Chinese Handset Manufacturers**
 - CECT
 - Daxian
 - Haier
 - TCL

New Centres since 15 Apr 2003

- **Malaysia**
 - Alcatel Service Centre in Kuala Lumpur
- **Singapore**
 - Nokia Professional Centre located at Suntec City Mall
- **Thailand**
 - 2 DTAC Service Halls in Bangkok and Samuthprakran
 - Nokia Care Centre in Pathumthani

Going Forward



China Strategy

- **Currently manage 30 service centres in China**
 - Beijing, Guangzhou, He Bei, Shan Dong, Shanghai, Suzhou and Tianjin
- **Focus for 2003**
 - Beijing, Guangzhou and Shanghai
- **Target other Chinese handset manufacturers**
 - China Kejian
 - Eastern Communications
 - Legend Holdings
 - Ningbo Bird
- **Target to establish a nationwide footprint in 31 provinces in 3 years**

Geographical Expansion

- Increase penetration and geographical expansion in
 - India, Indonesia, Malaysia, the PRC, the Philippines, Thailand and Vietnam
- Explore repair management centre concept to complement existing network

Product Coverage Expansion

- Provide sophisticated AMS services for other high-tech consumer products
 - Expand portfolio of existing partners to include manufacturers of high-tech consumer products
 - Explore opportunities for regional projects involving CDMA technology

Q & A

