



ACCORD CUSTOMER CARE SOLUTIONS LIMITED

# 3Q 2003 Financial Results

## Analyst Briefing

### 11 November 2003

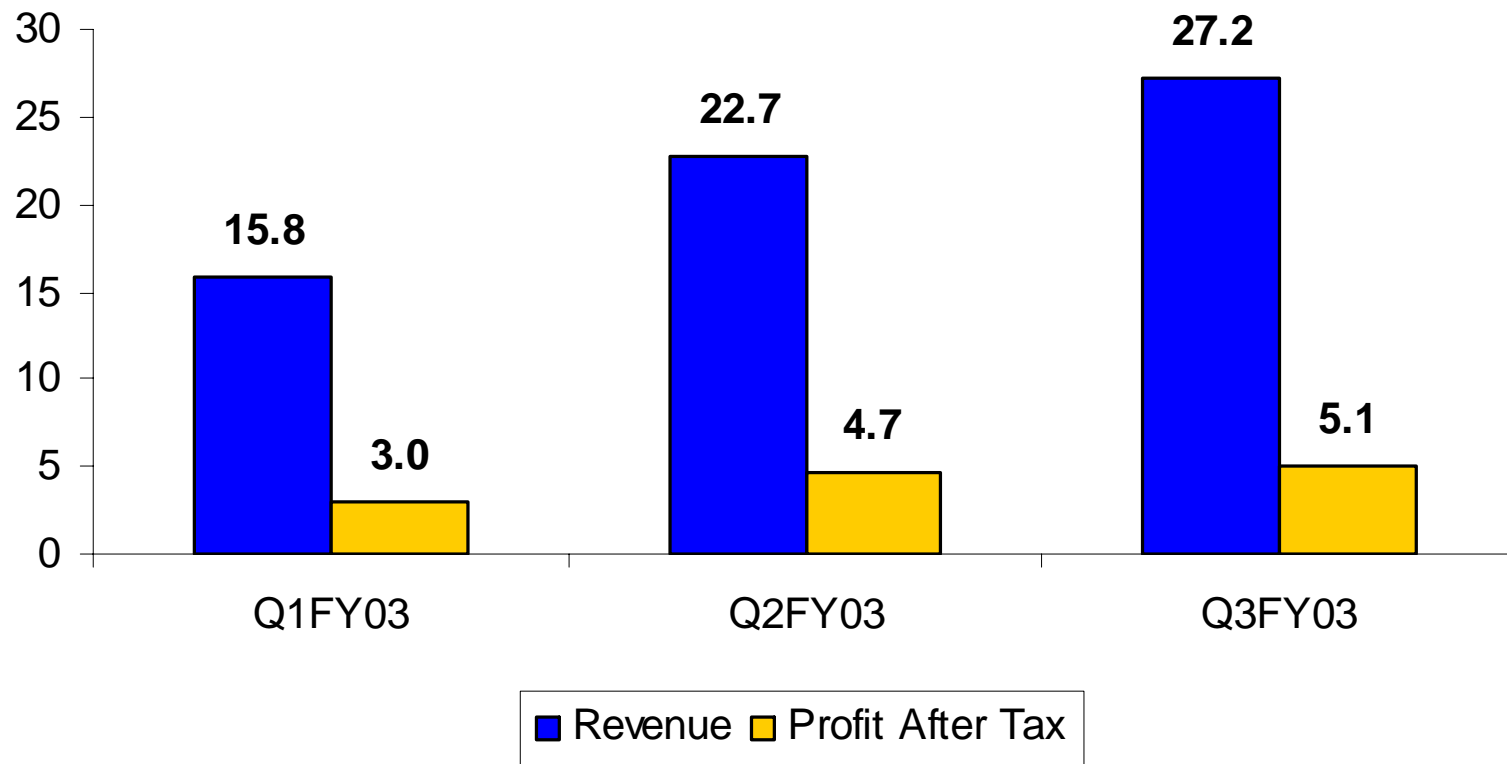


# P & L Highlights

\$ million	Q3 FY03	Q3 FY02	Growth (%)	YTD Sep-03	YTD Sep-02	Growth (%)
Revenue	27.2	18.4	48	65.6	49.6	32
Other Operating Income	1.2	1.4	(11)	6.8	3.8	77
Profit before Tax	6.0	3.5	73	15.1	10.8	40
Net attributable Profit	5.1	3.1	66	12.8	8.8	46
EPS (cts)	0.8	0.6	33	2.1	1.6	31

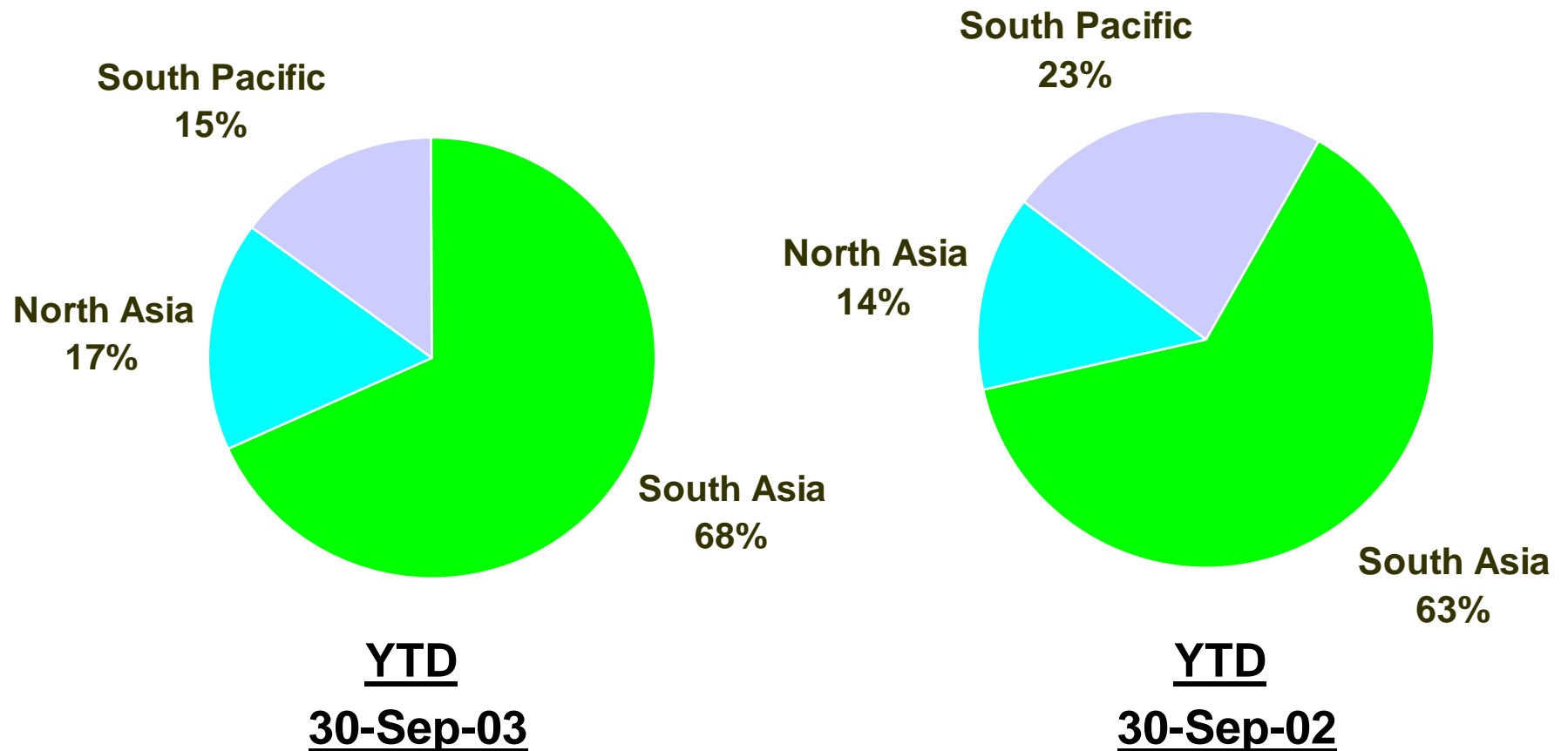
# P & L Highlights

Revenue /  
Profit After Tax  
(\$'m)



# Contribution by Region

## Revenue



# Balance Sheet Highlights

	30 Sep 03 \$ million	30 Jun 03 \$ million
Net Cash Position	28.7	26.9
Bank Borrowings	11.9	8.4
Stock	10.8	10.8
Trade Receivables	24.1	22.6
Trade Payables	10.2	8.2
Other Receivables & Prepayment	19.9	11.1
Goodwill	12.6	12.7

# ACCS Network

	1999	2000	2001	2002	As at 30 Jun 2003	As at 30 Sep 2003	As at 11 Nov 2003
<b>Brands</b>	1	4	14	18	21	21	22
<b>Service Centres</b>	2	11	62	98	145	160	181
<b>Repair Management Centres</b>	0	0	0	110	168	168	168
<b>Countries/Territories</b>	2	6	11	12	14	14	14
<b>Cities</b>	2	8	17	25	40	42	45
<b>Staff</b>	22	110	555	899	1,075	1,126	1130*

\* estimated

# Q & A

