



ACCORD CUSTOMER CARE SOLUTIONS LIMITED

FY2003 Financial Results

Analyst Briefing

26 February 2004



Agenda

- **Key Achievements in FY2003**
- **Financial Highlights**
- **Going Forward**
- **Q & A**

Key Achievements in FY2003



Key Achievements in 2003

1. India

- Nationwide network of more than 600 service points by 1st Quarter 2004
- Brands serviced: Motorola, Samsung, LG, Hyundai, Philips, Gtrans, Westech and SEND

2. PRC

- Increased network of centres to 30 within 1 year from 1 centre at beginning of 2003

3. Australia

- Appointed by Nokia to operate nationwide service network

Key Achievements in 2003

4. Alcatel Global Contract

- Alcatel outsourced management of its AMS network in multiple continents to ACCS

5. Second CE Brand - Philips

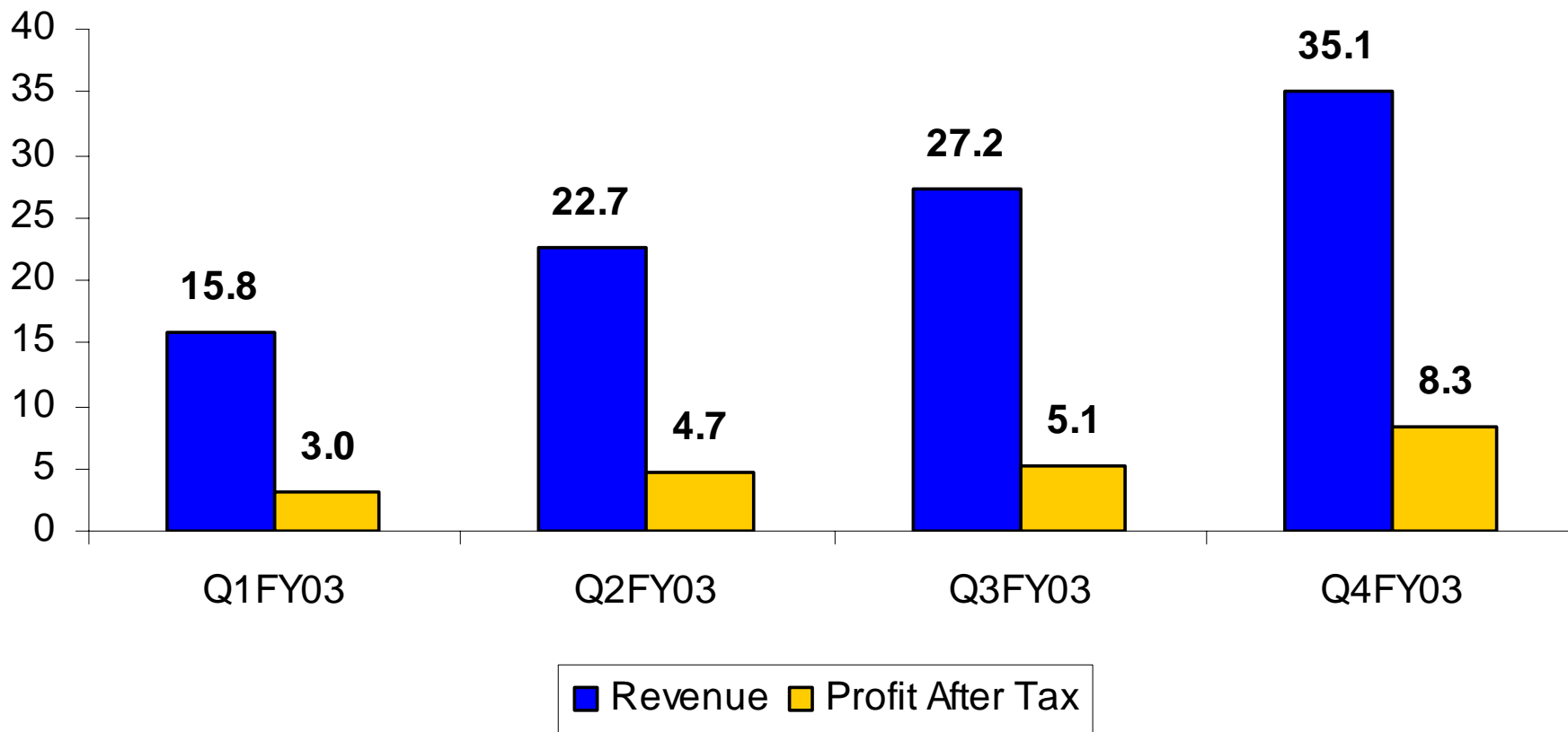
- Appointed by Philips to provide AMS for selected consumer electronics and domestic appliances in Singapore

6. Refurbishment Projects

- Clinched refurbishment projects with several mobile phone distributors in the region
- Current volume 50,000 units per month

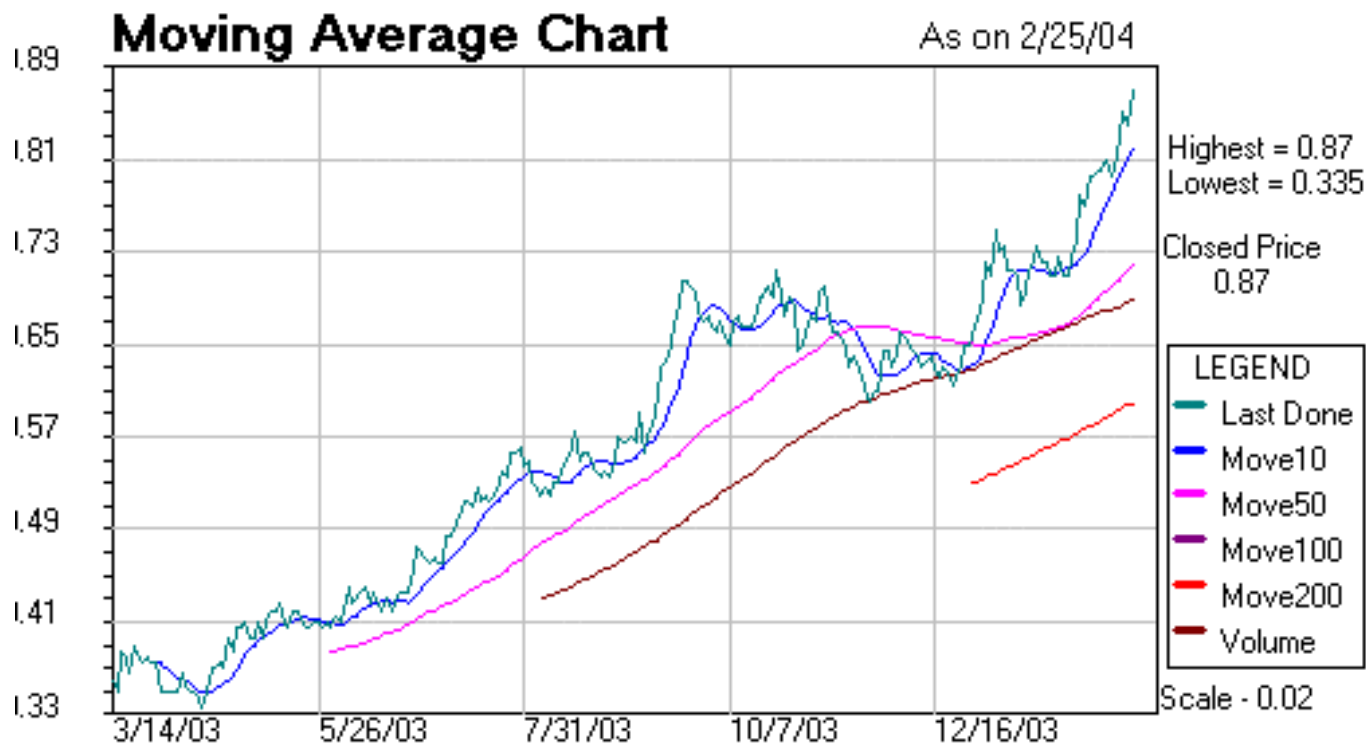
Key Achievements in 2003

7. Financial Performance



Key Achievements in 2003

8. Share Price Performance



ACCS Network

	1999	2000	2001	2002	2003
Brands	1	4	14	18	24
Service Centres	2	11	62	98	220
Repair Management Centres	0	0	0	110	168
Countries/Territories	2	6	11	12	14
Cities	2	8	17	25	48
Staff	22	110	555	899	1,266

Financial Highlights

For year ended 31 Dec 2003

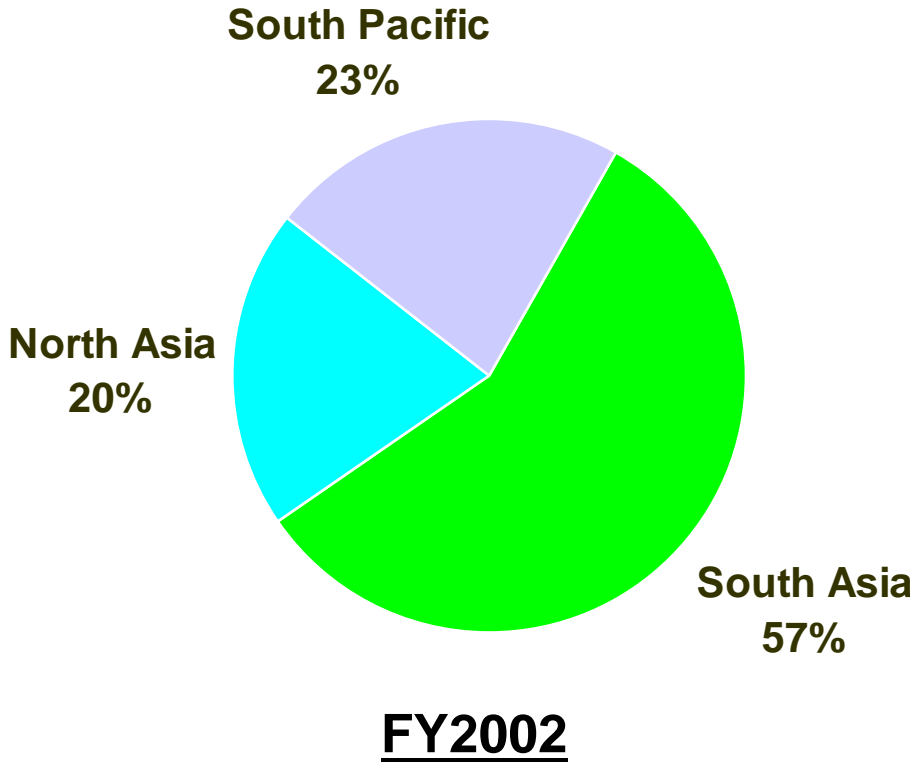
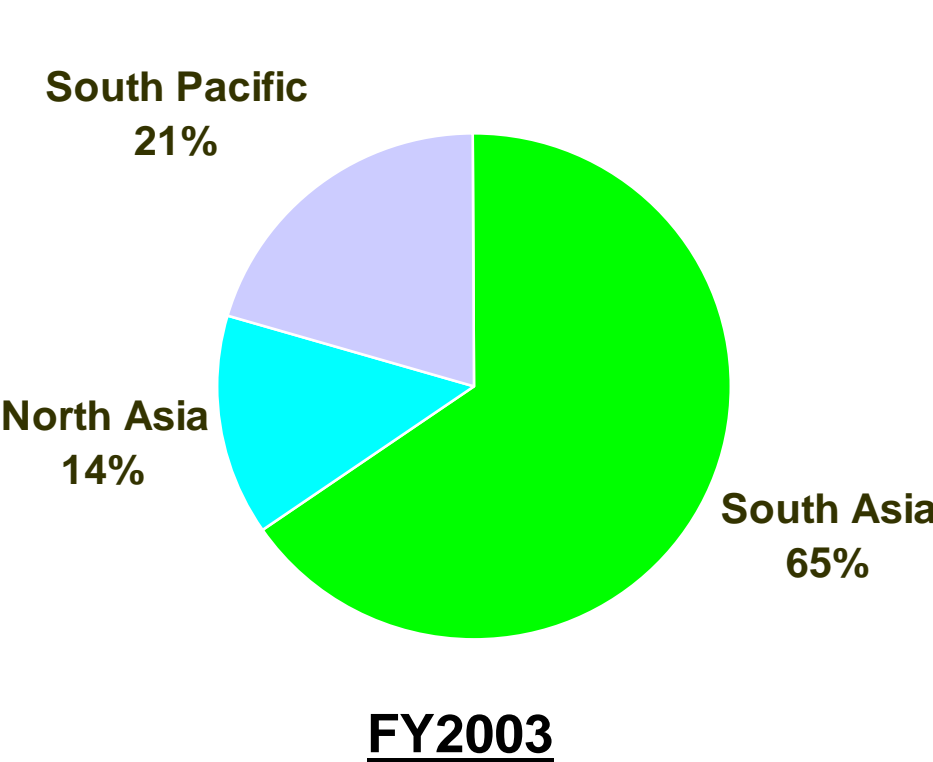


P & L Highlights

\$ million	Q4 FY03	Q4 FY02	Growth (%)	2003	2002	Growth (%)
Revenue	35.1	20.4	72	100.7	70.0	44
Other Operating Income	2.7	1.4	94	9.4	6.9	37
Profit before Tax	6.3	4.3	49	21.4	15.1	42
Net attributable Profit	8.4	3.8	123	21.2	12.5	69
EPS (cts)	-	-	-	3.44	2.31	49

Contribution by Region

Revenue



Balance Sheet Highlights

	2003 \$ million	2002 \$ million
Cash Position	32.6	6.8
Bank Borrowings	24.9	4.7
Stock	15.4	9.6
Advance Payments for Investments	18.3	-
Other Receivables & Prepayment	11.0	9.3
Goodwill	14.1	10.7

Balance Sheet Highlights

Bank Borrowings

- \$12.7m for DMS business
- \$11.5m for investment in the PRC
 - Currency restriction
 - Operations is self-funding
 - Exploring potential JV in the PRC

Stock

- Increase mainly due to DMS business
- With proposed spin-off of DMS, management of stocks will be outsourced to DMS

Balance Sheet Highlights

Advance Payments for Investments

- For acquisition of subsidiaries and associated companies; pending legal completion

Other Receivables and Prepayment

- \$3.2m due from investee companies above
- Group also owed investee companies \$1.5m (under Trade Payables)

Goodwill

- Increase in FY2003 mainly from acquisitions of companies in Australia, Vietnam and Singapore
 - For FY2002, goodwill relates to those businesses in Indonesia, Taiwan, Australia, Thailand and New Zealand
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Bonus Issue

- Propose 1 bonus share for every 2 existing shares
 - Reward loyal shareholders for continuing support
 - Augment issued share capital base to reflect business growth and expansion
- To be issued pursuant to a general mandate to be obtained at the AGM scheduled in April 2004

Going Forward



Plans for FY2004

Expand Network

- Target at least 400 service centres (excluding repair management centres) by end 2004
- Extension of brand coverage

Distribution Management Solutions (DMS)

- Great growth potential
- Seek separate listing on the Main Board of the Singapore Stock Exchange

Plans for FY2004

Develop Other Revenue Streams

- Out-warranty AMS for mobile phones
 - Refurbishment projects
 - Initial target of 50,000 units per month (already achieved)
 - Target to increase volume by approximately 50% by 2nd Half 2004
- Expand product range
 - Consumer electronics
 - Regional expansion with existing principals
 - New principals

Plans for FY2004

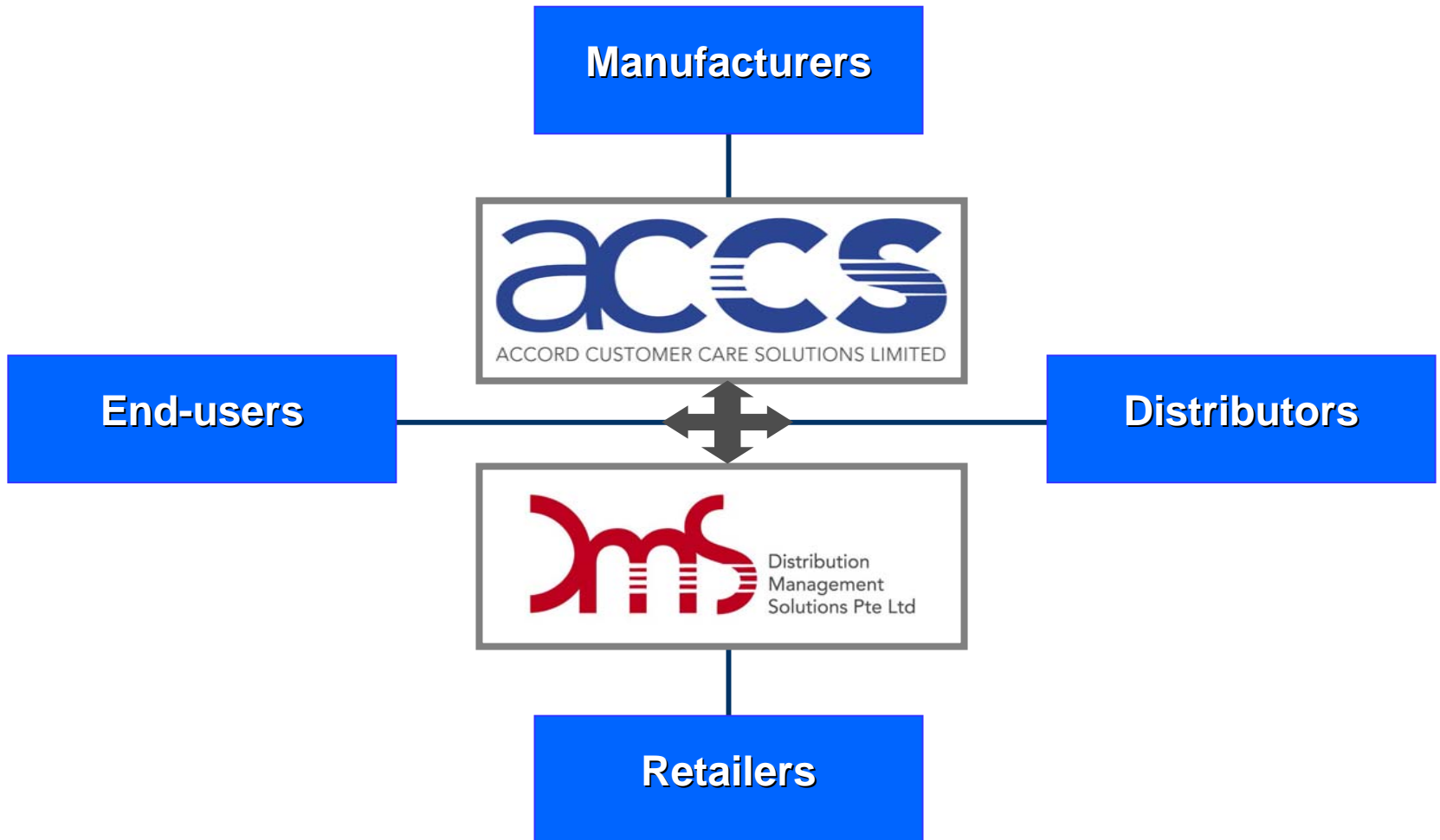
Leverage on Existing Network

- Currently exploring business opportunities that can tap on our extensive regional network

Increase Market Share

- With all these business initiatives and our expanding network, we aim to grow our business volume and market share aggressively





Q & A

