

MEDIA RELEASE

ACCS recorded profit of S\$30.3M for first nine months of 2004

- *exceeded full-year FY2003 profit of S\$21.2M*

Financial Highlights	3 months to 30 Sept			9 months to 30 Sept		
	2004	2003	chg	2004	2003	chg
Revenue	119.2	27.2	+339%	242.7	65.6	+270%
Pretax Profit	13.1	6.0	+118%	32.6	15.1	+116%
Net Profit	12.2	5.1	+138%	30.3	12.8	+136%

Singapore – 28 October 2004 – Accord Customer Care Solutions Limited (“ACCS” or the “Company”), a leading provider of after-market services (AMS) for mobile communications and high-tech consumer products in the Asia-Pacific region, today announced another impressive set of financial results. For the nine-month period ended 30 September 2004, revenues surged 270% while net profit was up 136%, compared to the same period last year. Compared to 2Q04, 3Q04 revenues rose 339% while 3Q04 net profit was higher by 138%.

Commenting on the Group’s performance, Mr Victor Tan, Managing Director and CEO of ACCS said, “Our hard work in securing new contracts since the beginning of the year is clearly paying off. We are pleased to be able to sustain the strong growth momentum through 3Q, and we remain optimistic that ACCS will continue to deliver quality earnings. In terms of our regional expansion, we will continue to focus on India and the People’s Republic of China (“PRC”) as well as new and related businesses to spur future growth.”

Revenues for its core AMS business grew 83% to S\$102.3 million in the first nine months, on the back of the rapid expansion of its regional network as well as higher out-warranty revenues. Since 30 September 2003, ACCS’ network has grown significantly from 160 service centers to 381 currently, spanning across 147 cities/towns in 15 countries/territories. The Group also manages a network of 668 repair management centres on behalf of its partners. The Group was also recently awarded 3G service contracts by Hutchison and LG in Australia, testifying to its capability to offer customer

care for emerging technologies, where higher system complexity also demands that the service partner invests in the latest diagnostics, testing and repair equipment.

The distribution management solutions (DMS) business chalked up impressive growth; revenues in the first nine months soared from S\$9.7 million in 2003 to S\$145.1 million in 2004 while pretax profits surged 796% to S\$8.4 million. The stellar performance was due to several logistics and distribution management contracts secured since the beginning of 2004 as well as contributions from the distribution and retail businesses acquired in 2Q04. The DMS business now accounts for 58.6% of the Group's revenues, up from 14.8% in the previous corresponding period.

Listing of DMS on Track

"We have successfully integrated the newly acquired companies with the rest of the DMS operations, and are pleased to announce that DMSPL has submitted a listing application to the Singapore Exchange Securities Trading Limited earlier this month. The proposed spinning-off of DMS has demonstrated our ability to identify, add value to and nurture new business. We will continue to seek out new and promising related businesses to broaden our earnings base and secure future growth," added Mr Tan. The DMS group of companies, which is engaged in the distribution and retail of mobile communication devices as well as the provision of logistics management services, operates a network of 49 retail outlets across Singapore as at 30 September 2004. The DMS group also distributes to over 100 retail outlets, including its 49 retail outlets. The Group also provides fulfillment and management services in respect of six retail outlets in Thailand.

India and PRC to Lead Next Growth Phase

ACCS has identified India and PRC as the key drivers for growth in its core AMS business.

"ACCS is fast becoming a leading independent AMS provider in India with the largest footprint, having already set-up a nationwide network for Motorola earlier this year. In 3Q04, we commenced the roll-out of Nokia centres in India. We expect to complete the rollout of the Nokia nationwide network in 4Q. In FY2005, we expect India to contribute some S\$40 million to Group revenues. Given our track record and network reach, we believe ACCS is the partner of choice for other global manufacturers who are looking to enlarge their presence in India," Mr. Tan said. Lower import tariffs as well as continued

economic strength have spurred both telco operators and manufacturers to expand aggressively in India.

The AMS market in the PRC on the other hand, is highly fragmented with many AMS players, including the retailers, distributors and manufacturers. Mr Tan elaborates, “The market opportunity for the Group in the PRC is to help drive the consolidation of the AMS industry by forging strategic alliances with key players there. We are currently in discussions with potential strategic partners to fast track our expansion in the PRC.”

“Going forward, we believe that the positive operating and business environment, coupled with the continuing outsourcing trend in the fragmented AMS industry, augurs well for the Group. We remain optimistic of the Group’s prospects in the next reporting period as we continue to build upon our market position as the AMS partner of choice in the Asia-Pacific region,” adds Mr Tan.

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About ACCS

Accord Customer Care Solutions (ACCS) provides a comprehensive suite of integrated after-sales market services (AMS) on behalf of its partners. These services include:-

- Customer Relationship Management – manage information hotlines, customer call centres and help desks.
- Repair Management – manage sub-contractors and service partners and quality accreditation of third-party service centres
- Technical Services Management – provide basic, intermediate and advanced repair and maintenance services, including bulk repair, upgrading and repackaging of new/existing products.
- Administrative Management - maintain warranty base and billing systems and manage claims and inventory on behalf of partners
- Other Value-Added Services - include the sale of accessories and merchandise, e-distribution of ADSL modems, management of parts distribution and the operation of mobile clinics.

ACCS provides an integrated range of services in the management of after-sales customer care for 36 brands, namely Alcatel, BenQ, Bird, CECT, Cosun, Daxian, DBTel, Dopoda, EMol, Fengda, Gtran, Haier, Hisense, Hyundai, ikomo, InFocus, Kyocera, Lenovo, LG, Mitsubishi, Motorola, NEC, Nokia, O₂, Panasonic, Philips, Psion, Sagem, Samsung, Sendo, Sharp, Siemens, Sony Ericsson, Soutech, TCL and Toshiba.

From its headquarters in Singapore, ACCS operates a regional network of service centres in the Asia-Pacific region comprising 381 service centres in 147 cities/towns across 15 countries/territories as at 30 September 2004. The Group also manages a network of 668 repair management centres on behalf of its partners. For more information, visit us at www.accordccs.com