

## Reply to SGX Queries dated 18 February 2005

Name of Announcer *	ACCORD CUSTOMER CARE SOLN LTD
Company Registration No.	200009059G
Announcement submitted on behalf of	ACCORD CUSTOMER CARE SOLN LTD
Announcement is submitted with respect to *	ACCORD CUSTOMER CARE SOLN LTD
Announcement is submitted by *	Woo Kah Wai
Designation *	Company Secretary
Date & Time of Broadcast	18-Feb-2005 13:01:33
Announcement No.	00015

## &gt;&gt; Announcement Details

The details of the announcement start here ...

Announcement Title \* Reply to SGX Queries dated 18 February 2005

Description

The Board of Directors of Accord Customer Care Solutions Limited ("ACCS" or the "Company") refers to the following query received from the Singapore Exchange Securities Trading Limited on 18 February 2005:-

1. We refer to the Company's announcement of 17 February 2005. The Company reported in its announcement that "The ACCS Group has received notices of termination under the respective AMS agreements entered into with Nokia", "the effective cessation date will be, at the earliest, 18 May 2005 for nine of the countries, and 1 June 2005 for one country" and "this cessation is not expected to have a material impact on the consolidated net tangible asset per share and earnings per share of the ACCS Group for the current financial year".
2. We note that notwithstanding the Company's statement that the "cessation is not expected to have a material impact on the consolidated net tangible asset per share and earnings per share of the ACCS group for the current financial year", the Company's share price has fallen substantially on a significant trading volume. Please confirm whether the Company is aware of any information not previously announced concerning the group, which if known, might explain the trading or any other possible explanation for trading. Please confirm compliance with the listing rules and in particular, listing rule 703.
3. Kindly disclose our above queries and the Company's response via an SGXNET announcement as soon as possible.

The Company confirms that it is not aware of any information not previously announced concerning the ACCS group, which, if known, might explain the trading activities today. The Company confirms its compliance with the listing rules, and in particular, listing rule 703 relating to the

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disclosure of material information.

In addition, the Company wishes to state that the basis for the termination of the AMS agreements is based on commercial reasons. The Company is also in the process of finalising the terms of potential contracts which are expected to have a positive material impact on the ACCS group's earnings for the current financial year.

The Company will make the relevant announcements soon.

BY ORDER OF THE BOARD

Woo Kah Wai  
Company Secretary

18 February 2005  
Singapore