

**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

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

# Financial Results

## 1Q FY2003



# Financial Highlights

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

# Cash Flow Summary

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

# Market Coverage



# Growth Model



**Repair Management  
Centres**

**Dedicated-Brand  
Service Centres**

**Multiple-Brand  
Service Hubs  
(housing Authorised  
Service Centres)**



# 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

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

# New Partners since 1 Jan 2003

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- **Network Operators**
  - DTAC
  
- **Chinese Handset Manufacturers**
  - CECT
  - Daxian
  - Haier
  - TCL

# New Centres since 15 Apr 2003

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- **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

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- **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

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- 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

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- 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

