

Analysts Briefing

ACCORD CUSTOMER CARE SOLUTIONS LIMITED

ANALYSTS BRIEFING

Accord Customer Care Solutions Limited is pleased to attach herewith its briefing to analysts held at noon today.



ACCS FY02 Analyst Briefing (Final).pdf

Submitted by Liu Kamward, Company Secretary on 25 March 2003 to the SGX



ACCORD CUSTOMER CARE SOLUTIONS

FY2002 Results

Analyst Briefing

25 March 2003



Agenda

- **Financial Results – FY2002**
- **Our Business Model**
- **Market Coverage**
- **Market Potential & Trends**
- **Going Forward**
- **In Summary**

Financial Results

FY2002



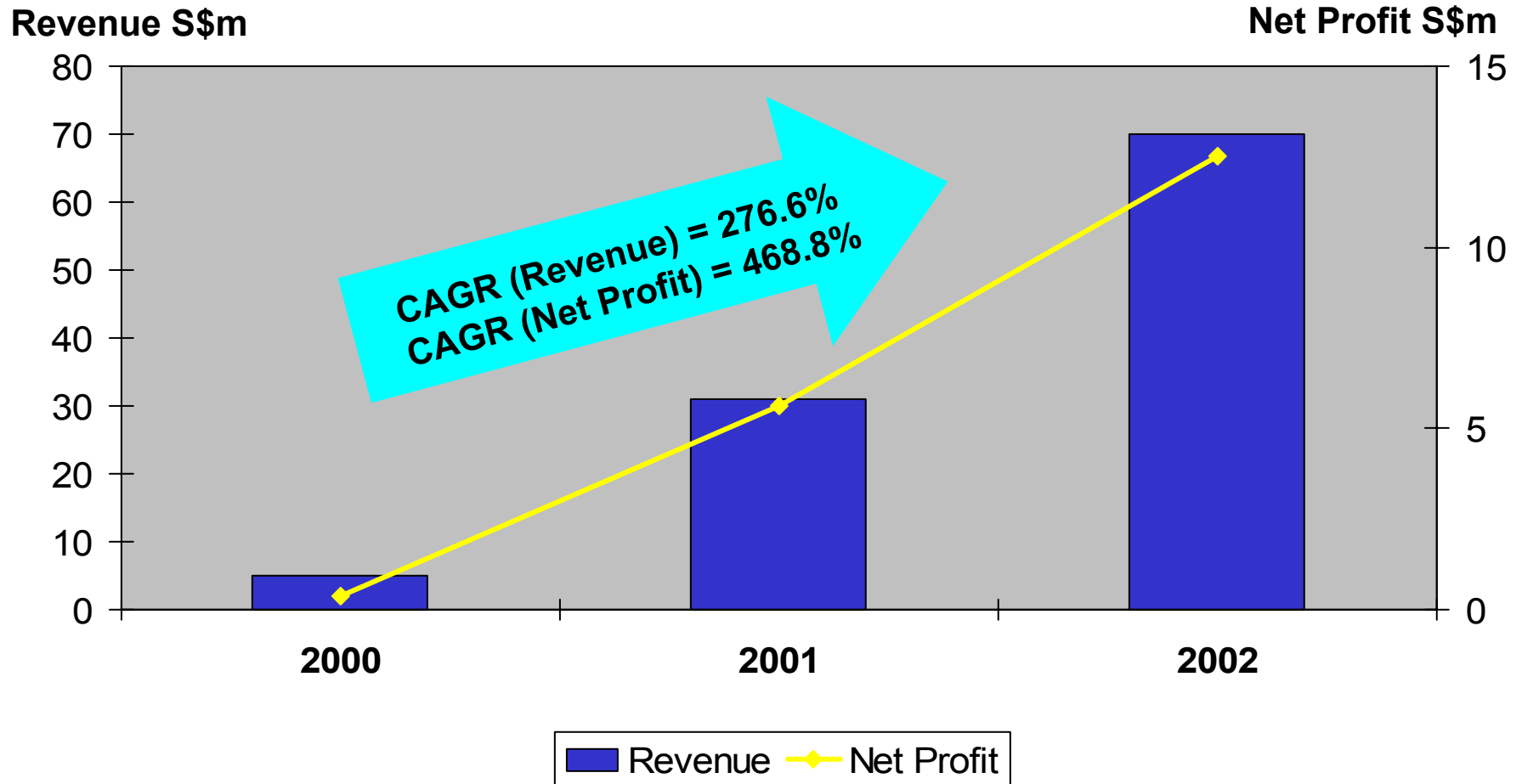
Financial Highlights

	FY 2002 (S\$m)	15 months to 2001 (S\$m)	Growth (%)
Revenue	70.0	32.6	114.7
Profit before tax	15.1	7.5	100.0
Net Attributable Profit	12.5	5.6	123.5
Earnings per share (fully diluted)	2.31 cents	1.04 cents	122.1
NTA per share	3.33 cents	1.31 cents	154.2

Cash Flow Summary

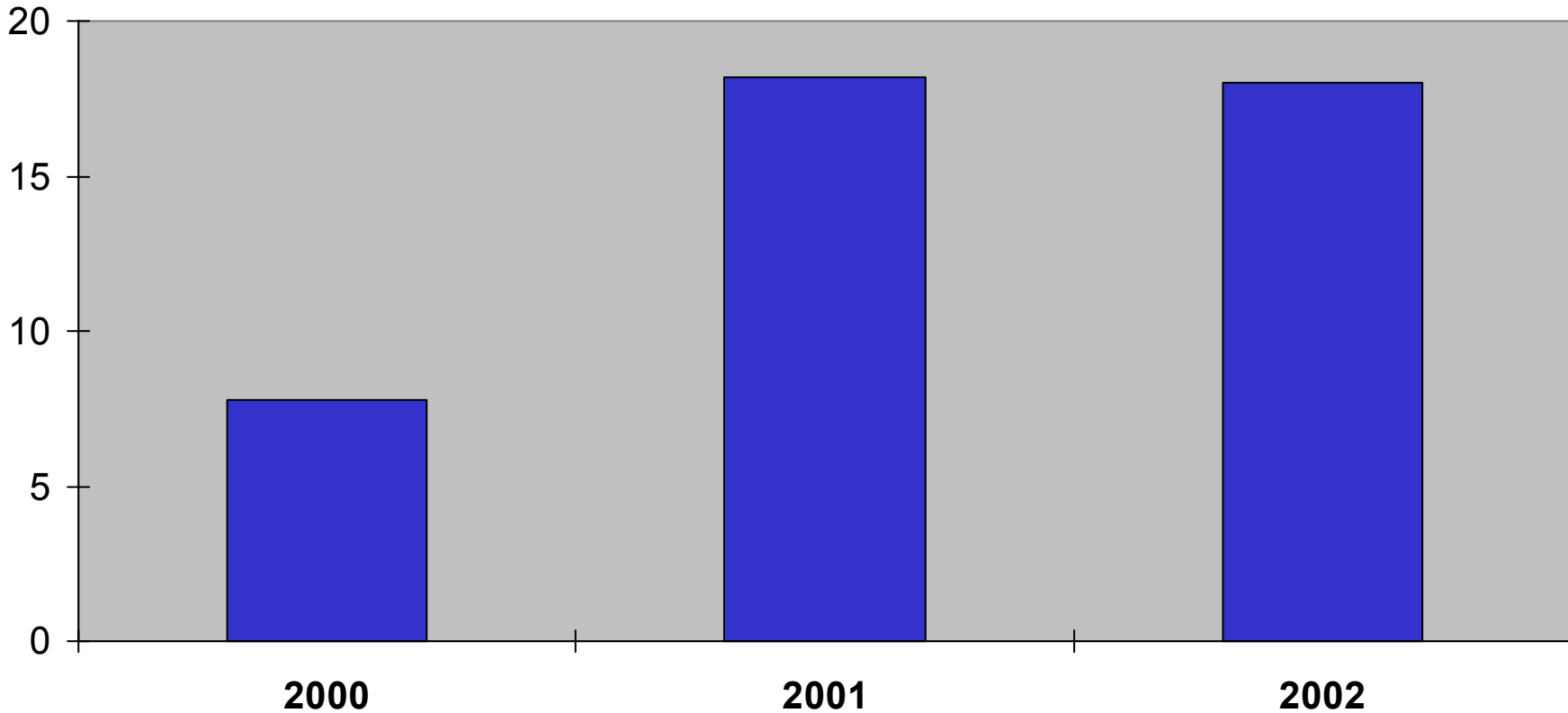
	FY2002 (S\$m)	15 months to 2001 (S\$m)
Net cash from operating activities	2.7	1.5
Net cash used in investing activities	(9.1)	(11.3)
Net cash from financing activities	3.9	19.3
Net (decrease) increase in cash and cash equivalents	(3.0)	9.7
Cash and cash equivalents as at 31 December	6.8	9.7

Growth Metrics



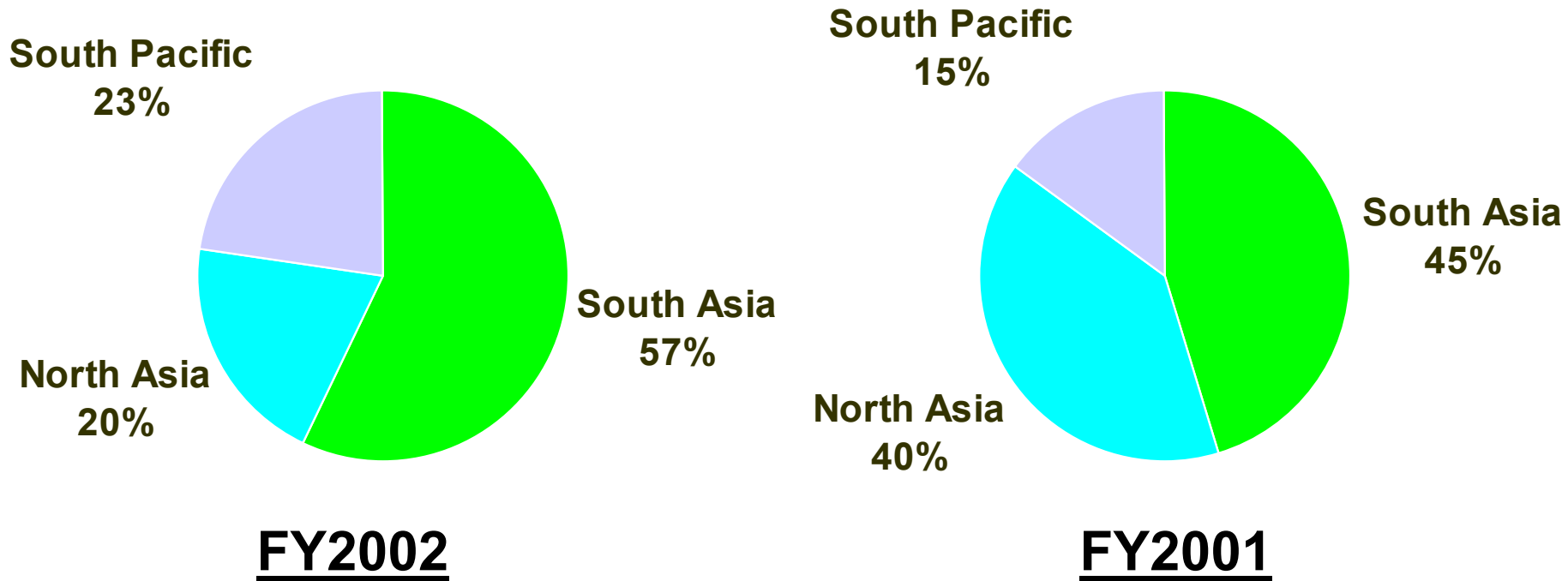
Growth Metrics

Net Profit Margin (%)



Geographical contributions

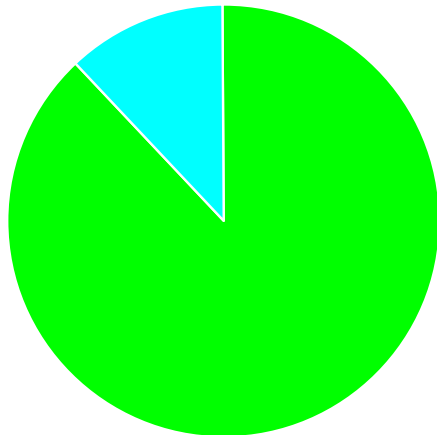
Revenue



Geographical contributions

Profit Before Interest and Tax

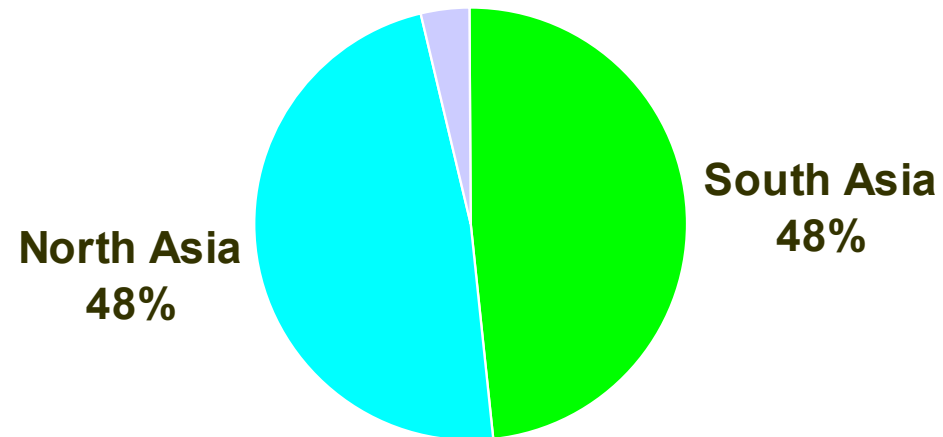
North Asia
12%



FY2002

South Asia
88%

South Pacific
4%

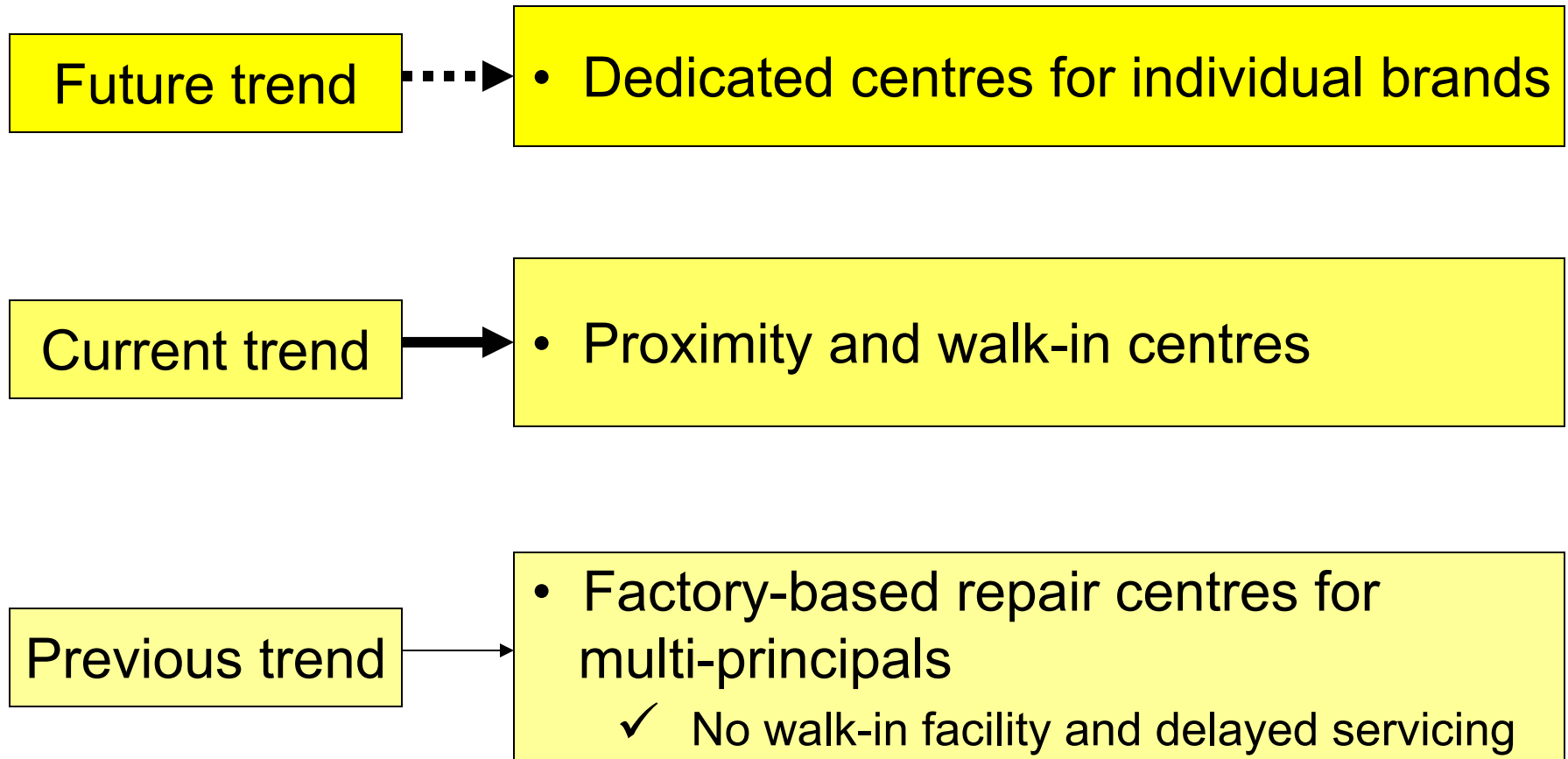


FY2001

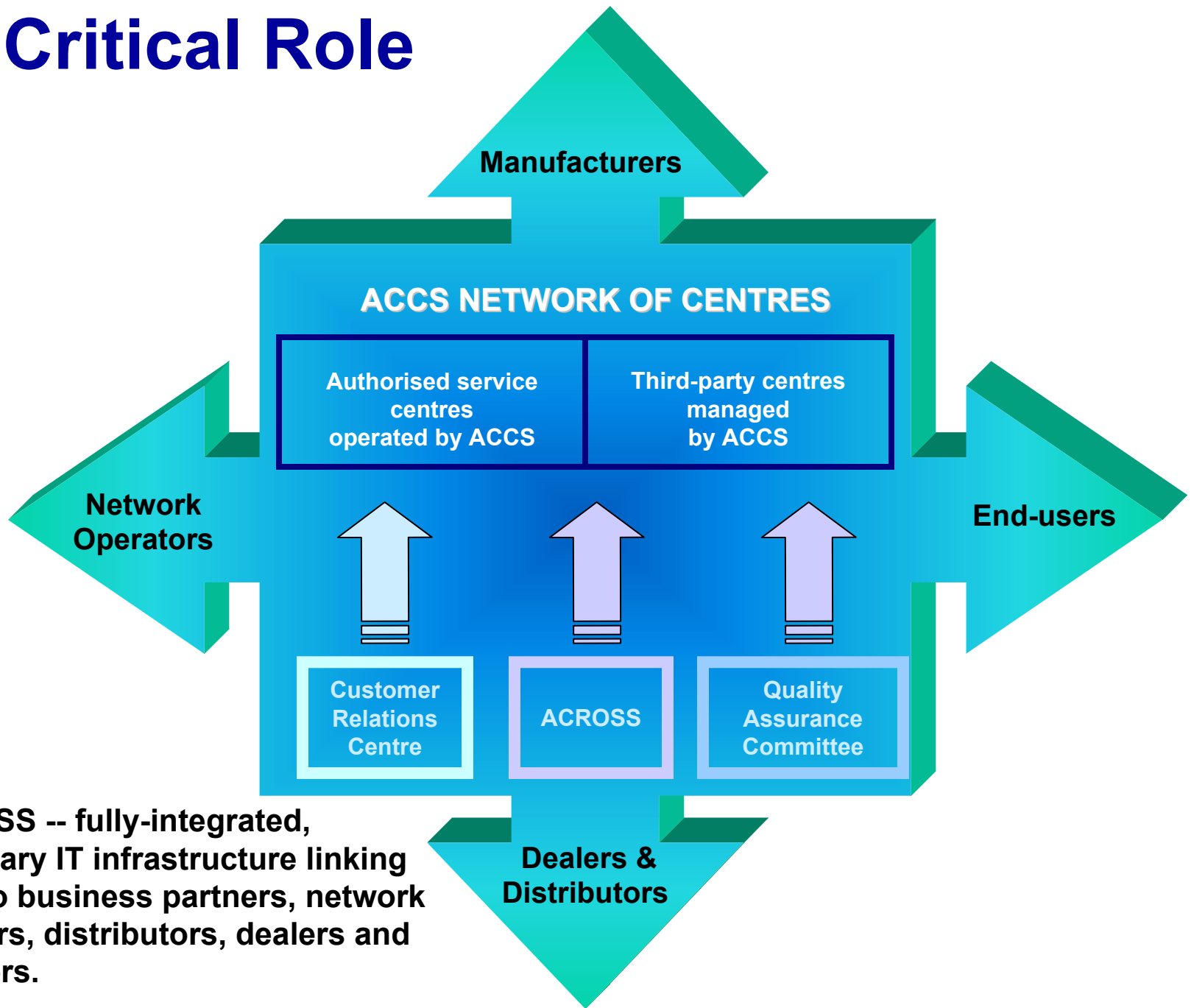
Our Business Model



Changing AMS Landscape



Our Critical Role



* **ACROSS** -- fully-integrated, proprietary IT infrastructure linking ACCS to business partners, network operators, distributors, dealers and end-users.

Our Business Model



**Repair Management
Centres**

**Single-Brand
Dedicated Centres**

**Multi-Brand
Centres**

Market Coverage



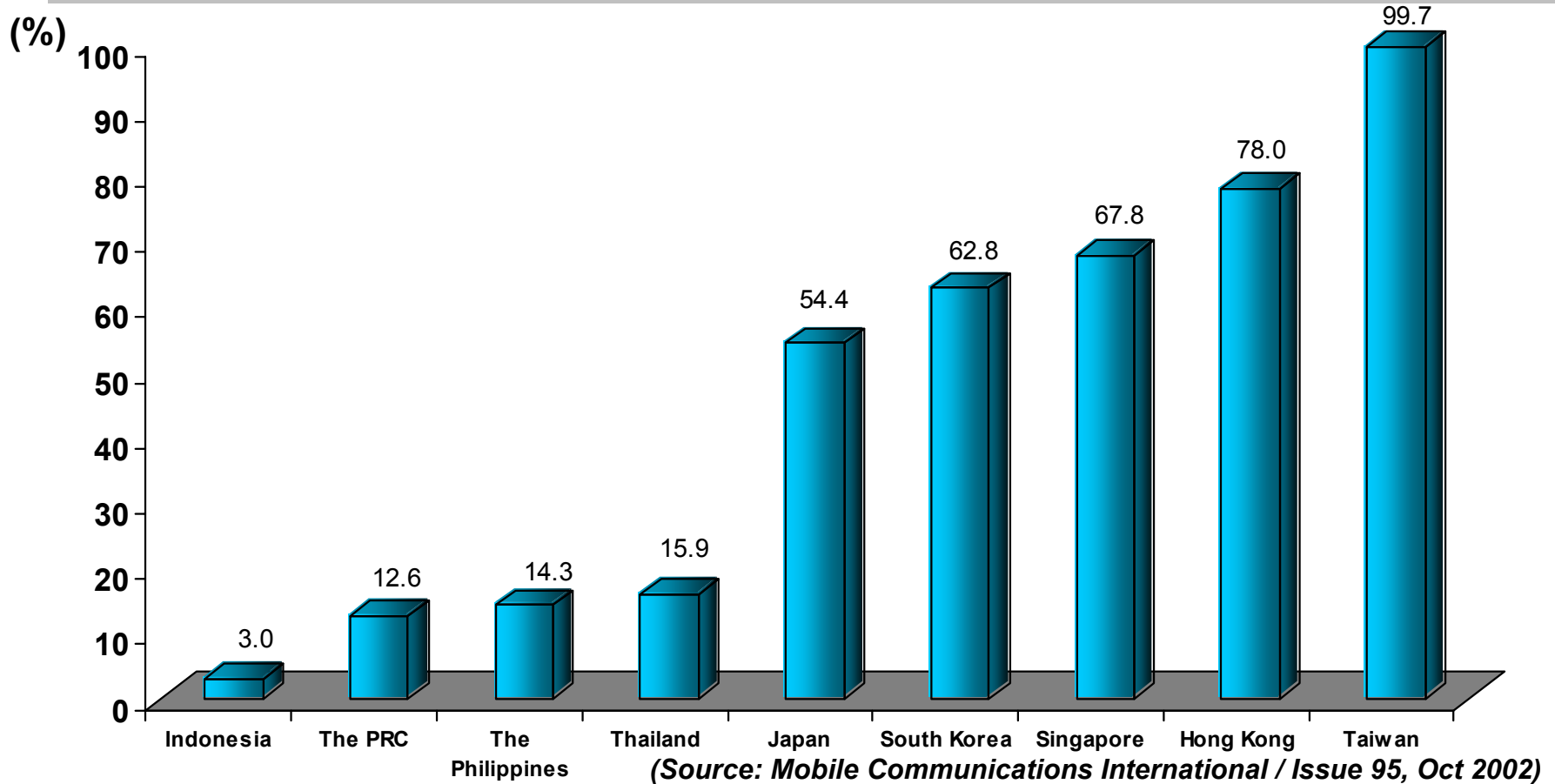
Market Coverage

	5 mths ended 31 Dec 1999	12 mths ended 31 Dec 2000	12 mths ended 31 Dec 2001	12 mths ended 31 Dec 2002	As at 24 Mar 2003
No of new centres added	2	9	51	36	5
Total no of centres	2	11	62	98	103
Revenue (\$'m)	0.56	4.9	32.6	70.0	-
PBT(\$'m)	(0.99)	0.4	7.5	15.1	-

Market Potential and Trends



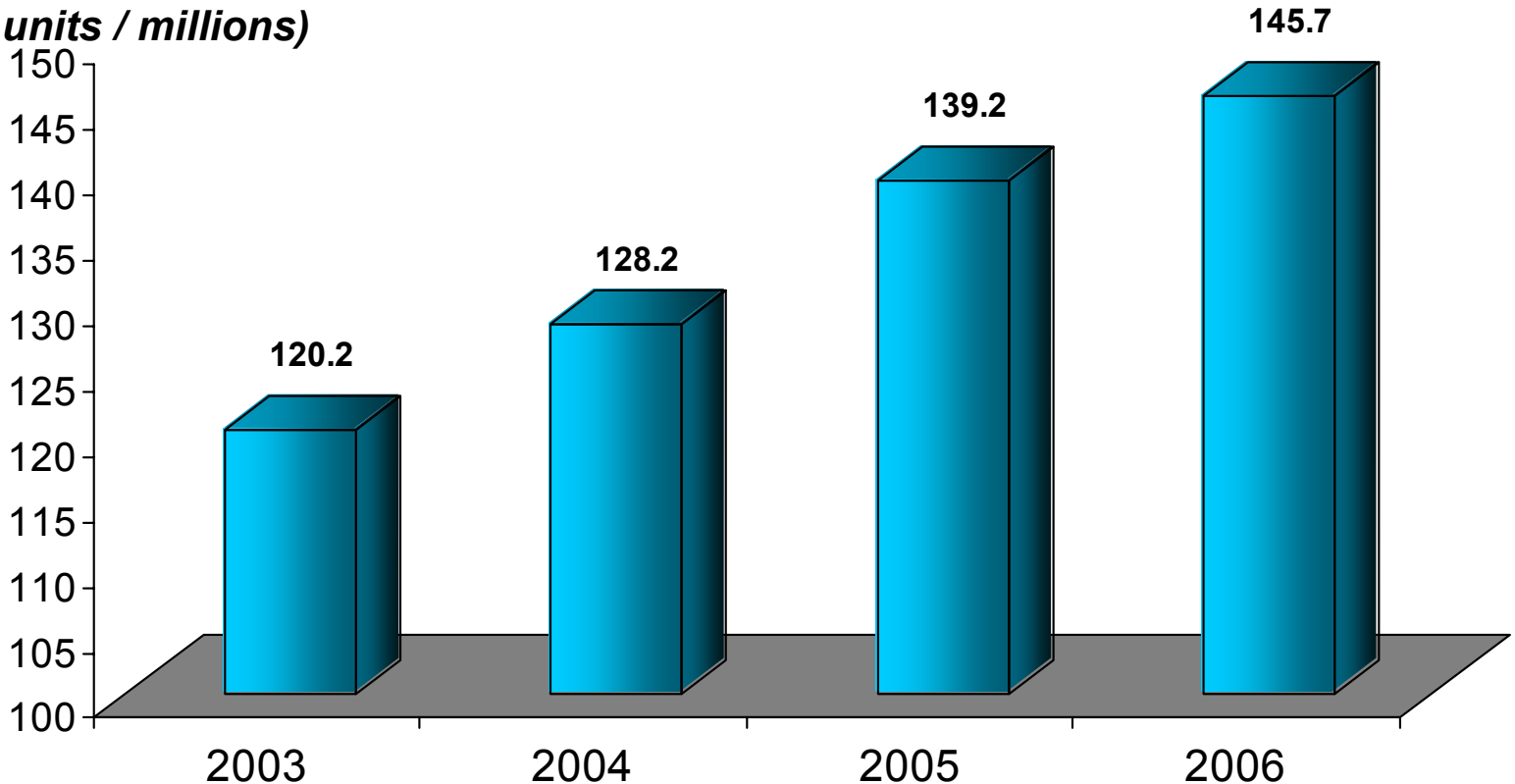
Increasing Penetration Rate



* The PRC remains the world's biggest mobile phone market in 2002 with demand for 109m handsets (Reuters, 12 Dec 2002)

Increasing GSM Handset Demand

(Handset units / millions)



(Source: 3G Mobile Devices, Vol. 4, No.9, 15 May 2002)

* According to ITU estimates, Asia-Pacific market has 225m phone users by end-2002 and expects over 800m by 2010 (BT, 3 Dec 2002)

Trends in the AMS Industry

- **Early stage of outsourcing trend of AMS function by manufacturers**
 - **ACCS in strategic position as early mover**
- **Industry consolidation trending towards fewer and larger independent AMS providers**
- **Requisite skill and technical expertise needed for increasingly sophisticated high-tech products (3G phones, plasma TVs, digital network refrigerators)**

Going Forward



China Strategy

- Currently, managing service centres for
 - Alcatel in Suzhou
 - Haier in Tianjin
 - Motorola in Tianjin
- Focus for 2003
 - Beijing
 - Guangzhou
 - Shanghai
- Target to establish a nationwide footprint in 31 provinces in 3 years

Geographical Expansion

- Increase penetration and geographical expansion in
 - India, Indonesia, Malaysia, Philippines, the PRC, Thailand and Vietnam
- Explore repair management centre concept to complement existing network

Product Coverage Expansion

- Provide sophisticated AMS services for other high-tech consumer products
 - Expand portfolio of existing partners to include manufacturers of high-tech consumer products

In Summary



In Summary

- Clear and focused corporate strategy
- Highly scalable business model ensures quick time to market
- Customer-centric, young and dynamic management team
- Well positioned for sustainable growth in the pan-Asian region
- Strong profitability level with average net profit margins of 17.5% over the last 2 years

Our Vision

To be a
Global Leader in
After-Market Services (AMS) for
High-Tech Consumer Products

Q & A

