

23 August 2005

Mr Ignatius Low
Money Editor
The Straits Times
News Centre
1000 Toa Payoh North
Podium Level 2
Singapore 318994

Copy to: Mr Sia Cheong Yew, Supervising Editor for Money/Sports (Fax: 6319 8168)
Mr Kong Soon Wah, Forum Editor (Fax: 6319 8289)
Mr Goh Eng Yeow, Senior Correspondent, Money Desk (Fax: 6319 8262)

Dear Mr Low

We refer to the article by Mr Goh Eng Yeow published in The Straits Times on Tuesday, 23 August 2005, headlined **ACCS owes investors an explanation at next AGM**.

We would like to express our disappointment and concern at the tone and content of the article, in particular, the commentary on the Company's press conference held on 5 August 2005. This is especially so given that the Company was seeking to provide timely disclosure of its financial information via the media while managing the urgent need to finalise the accounts. We would therefore like to set the record straight as to what transpired at the press conference.

As you are aware, the practice for listed companies would be to communicate with the media at the same time or after the financial statements have been released through SGXNET and not before. Here, in order not to keep the media waiting longer than necessary, the Company decided to proceed with the press conference even as the financial statements were being electronically released. As the financial statements in this instance were voluminous, the electronic filing took longer than expected and in the meantime, the Company gave out a press release containing key financial numbers to enable the media to ask questions.

Hard copies of the financial statements were in fact handed out to the media at the close of the conference after the document had been successfully released via SGXNET. Your suggestion that *"hard copies of the full statement were available only after the event"* is therefore inaccurate.

In addition, the Management made itself available for further questions after the press conference. A number of journalists, including Mr Goh, stayed behind to ask more questions. Both our Chairman and CEO, Mr CC Tong, made themselves available for further clarifications via their mobile telephones post the press conference.

In the circumstances, the suggestion in the article that the Company has been less than forthcoming is unwarranted.

20 Toh Guan Road #07-00
Accord Distri Centre
Singapore 608839

tel: (65) 6410 2600
fax: (65) 6410 2610
hotline: (65) 6338 2227 (MEET ACCS)
<http://www.accordccs.com>

registration no.: 200009059G

Secondly, in relation to the questions on the nature of the overstatement of revenue and profit and the impression given that the Company was hiding behind “the veil of secrecy”, our Chairman had said in his opening statement at the press conference that although the Company was constrained in the information that it could make public at that stage in light of the on-going investigation by the Commercial Affairs Department and the pending report by PricewaterhouseCoopers (PwC), the Company remained committed to disclosing as much information as possible to the public and its shareholders.

In light of this and taking into account the limitations, Mr Nicky Tan had clarified that the nature of the overstatement “*concerned invoices for sales which may not have existed*” and in addition, drew special attention to Note 2 of the financial statements where the overstatement, amongst other things, was elaborated upon.

As you are aware and as announced on 26 May 2005, PwC has only reported its preliminary findings to the Company. The full details of the overstatement will only be made available to the Company upon the release of PwC’s report.

In the circumstances, it would have been and remains premature and inappropriate for the Company to comment beyond what has been disclosed thus far.

The Company remains committed to keeping shareholders informed about relevant developments and once the PwC report is made available, further information will be duly disseminated.

Yours faithfully
For and on behalf of Accord Customer Care Solutions Limited



Woo Kah Wai
Company Secretary

20 Toh Guan Road #07-00
Accord Distri Centre
Singapore 608839

tel: (65) 6410 2600
fax: (65) 6410 2610
hotline: (65) 6338 2227 (MEET ACCS)
<http://www.accordccs.com>

registration no.: 200009059G