



(Translation)  
**Minutes of the 2015 Annual General Meeting of Shareholders**  
**One to One Contacts Public Company Limited**

**Date, Time and Venue** Held on April 29, 2015 at 9.00 a.m. at Magic 3 Room, 2<sup>nd</sup> Floor, Miracle Grand Convention Hotel, No. 99 Vibhavadi Rangsit Road, Laksi, Donmuang, Bangkok 10210.

**Preliminary Proceedings** Mrs. Rachada Nivasabutr, Master of Ceremony (“MC”) welcomed the Board of Directors, management, and shareholders and informed the meeting that there was 58 shareholders attended the meeting either in person or in proxy, representing 206,171,617 shares equivalent to 73.63% of the Company’s total issued shares, a quorum was therefore formed. The MC informed that in order to run the meeting with transparency, the Company invited Ms. Kanokwan Srinuan, the representative of the Thai Investor Association to monitor the vote casting. In addition, we asked for 1 volunteer from minor shareholder or proxy, Ms. Chonticha Saengsutha, a proxy raised her hand to be the volunteer.

The MC invited both people to be seated at the vote casting area and then explained the vote casting and procedures as follows:

1. Each shareholder had his/her vote(s) equaling the number of shares held.
2. The shareholders would cast their votes to approve, disapprove or abstain by marking the voting cards distributed at the registration desk.
3. For shareholders wishing to disapprove or abstain on any agenda, they must mark the voting cards and raise their hands to enable the officers to collect their voting cards.
4. Only votes cast to disapprove or abstain would be counted. The number of these votes would be deducted from the total number of votes cast by the shareholders present at the Meeting. Finally, the balance would be treated as the number of affirmative votes in the relevant agenda.
5. Shareholder who appointed proxy to vote at the Meeting by specifying their votes in the proxy form, the Company would record the pre-votes from such proxy form in the computerized system. After the votes in each agenda, the Company would show result of all votes; approve, disapprove and abstain, with percentage of total votes in the meeting.
6. In each agenda, if any shareholder or proxy would like to express any opinion or ask any question, please raise their hands, define whether shareholder or proxy and introduce their names to the Meeting, and then proceed.

The Company allowed shareholders to register and attend throughout the meeting, therefore, the total number of votes in each agenda may not be equal. The MC introduced the Chairman and asked him to start the meeting.

The Chairman announced the meeting opened and introduced directors, management, and auditors who were presented at the meeting. The 10 committee members and the Chairman of 6 sub-committees attended the meeting as follows:

**Directors Present**

- |                                 |   |
|---------------------------------|---|
| 1. Mr. Vichai Srikwan           | Chairman of the Board of Directors / Independent Director /<br>Audit Committee Member / Chairman of the Nominating and<br>Compensation Committee    |
| 2. Mr. Chaisak Angkasuwan       | Independent Director / Audit Committee Member /<br>Chairman of the Corporate Governance Committee /<br>Nominating and Compensation Committee Member |
| 3. Dr. Rathain Srimongkol, M.D. | Independent Director / Chairman of Audit Committee /<br>Nominating and Compensation Committee Member /<br>Corporate Governance Committee Member     |
| 4. Dr. Pairoj Boonkongchuen     | Independent Director / Audit Committee Member /<br>Nominating and Compensation Committee Member /<br>Corporate Governance Committee Member          |
| 5. Mr. Charoenrath Vilailuck    | Authorized Director / Executive Committee Member /<br>Risk Management Committee Member  |
| 6. Mr. Watchai Vilailuck        | Authorized Director / Chairman of Executive Committee /<br>Chairman of Risk Management Committee  |

- |                               |   |
|-------------------------------|---|
| 7. Mrs. Sukanya Vanichjakvong | Authorized Director / Managing Director / Executive Committee Member / Chairman of Sustainable Development Committee        |
| 8. Mr. Thananan Vilailuck     | Director / Risk Management Committee Member   |
| 9. Mr. Sirichai Rasameechan   | Authorized Director / Executive Committee Member / Risk Management Committee Member / Corporate Governance Committee Member |
| 10. Mr. Pracha Phathayakorn   | Authorized Director / Executive Committee Member / Risk Management Committee Member   |

### **Managements**

- |                                |                             |
|--------------------------------|-----------------------------|
| 1. Ms. Duangkamon Tantrabundit | Senior Manager - Accounting |
| 2. Mr. Napat Amaraporn         | Senior Manager - Finance    |
| 3. Ms. Thidarat Kaewyai        | Manager - Accounting        |
| 4. Ms. Naruechol Vaidyanuwtti  | Corporate Secretary         |

### **Representatives of EY Office Co., Ltd.**

1. Ms. Siriwan Surathepin
2. Ms. Monvipa Ingkakul

The Chairman also requested to return the voting cards to the company's staff, and also informed that the Company had allowed minority shareholders to propose matter for consideration as an agenda of the 2015 Annual General Meeting of Shareholders and send the question concerning the Company's operation in advance of the 2015 Annual General Meeting of Shareholders through the SET's website with procedures and criteria for proposal of the agenda and sending question on the Company's website since September 30, 2014 onwards. However, no agenda or question was proposed from minority shareholders in that period. The Chairman conducted the meeting in accordance with the Meeting agendas as follows:

### **Agenda 1 To consider and certify the Minutes of the 2014 Annual General Meeting of Shareholders**

The Chairman proposed the meeting to consider and certify the Minutes of the 2014 Annual General Meeting of Shareholder, held on April 23, 2014, of which the copy had been distributed together with the notice of this meeting for examination in advance. The Board considered that it was correctly recorded in accordance with the resolutions of the 2014 Annual General Meeting of Shareholder.

The Chairman invited the shareholders to raise or express any question, opinion or suggestion. No question was raised, then, he requested the Meeting to consider and certify the Minutes of the 2014 Annual General Meeting of Shareholders. He also informed that this agenda shall be approved by the majority votes of shareholders attending the meeting and having the right to vote.

**Resolution:** The meeting certified the Minutes of the 2014 Annual General Meeting of Shareholders with the following votes:

Resolution	Number of votes (1 share = 1 vote)	% of total votes in the Meeting
Approved	206,278,838	100.00
Disapproved	-	-
Abstained	-	-

### **Agenda 2 To acknowledge the Company's operating results and the 2014 Annual Report**

The Chairman proposed the meeting to consider the Company's operating results and the 2014 Annual Report, which had been sent to all shareholders together with the notice of meeting and requested Mrs. Sukanya Vanichjakvong, Managing Director, to report the Company's operating results 2014 to the meeting.

Mrs. Sukanya Vanichjakvong summarized the Company's operating results in the previous year to the meeting as follows:

**Vision / Mission / Business Philosophy**

The Company has set up the vision as follows: We will be the leader in Customer Management Solutions in CLMV countries by delivering the service beyond customer expectation with international standard.

The Company's mission is as follows: Throughout 15 years of service to our customers, One to One Contacts Public Company Limited ("The Company") has followed the vision to step up to no. 1 service provider in Customer Management Solutions to response the customer's need in all types with quality product and service. We are promptly response to customer's need. We have never stopped to develop new innovation to support the efficient service to our customer.

*" We truly believe that our customer's accomplishment is our success. We are committed to deliver excellent quality service to our customers for their business success which in turns will imply the success of our staff and company. We are also determined and devoted to develop strong business foundation with good work ethics and integrity to enhance continuous growth of the company to meet customers and shareholders expectation."*

**Business Structure**

1. Turnkey Total Solutions
  - Solution Consultant
  - Contact Center Setup
  - Software Solutions
  - Hosted Solutions
  - Disaster Recovery Center
  - Fully Backup Site
  - Manage Service
2. Outsources Contact Center Services
  - Customer Service Management
  - Campaign Management
  - Sales Management
  - Quality Monitor
  - Training Academy
  - Fully Outsource
  - Facility Outsource
  - Telemarketing Campaign
  - CSS Outsource & Recruitment

**Changes during the year**

- The Company has been registered in the Stock Exchange of Thailand on May 15, 2014.
- One to One (Cambodia) Company Limited, a company subsidiary has been established in March 2014 to provide the Fully Outsourced Contact Center Services Emphasize on communication to develop deeper relation with Mobile Operators for having continually income.
- The Company was awarded "Thailand Excellence Awards: Outsourced Contact Center Vendor of the year 2014 from Frost & Sullivan (Thailand), Thailand leading private organization who operates the Contact Center.
- The Company started new service in debt alert to our customers such as insurance and financial institutions.
- The Company started new service to new target groups such as hospital, insurance, and expanded the seats to serve the airlines customers.
- The Company was awarded "The Best Organization for Cooperative Education" as an outstanding workplace that supports the cooperative education in 2014.

In addition, the VTR of the 2014 CSR programs and activities had been shown to shareholders.

The Chairman invited the shareholders to raise or express any question, opinion or suggestion. No question was raised, then, he requested the meeting to acknowledge the Company's operating results and the 2014 Annual Report as reported with no need to vote for this agenda.

**Agenda 3 To consider and approve the Company's financial statements ended December 31, 2014**

The Chairman requested Mr. Pracha Phathayakorn, Director to report the Company's financial statements ended December 31, 2014.

Mr. Pracha Phathyakorn proposed the meeting to consider and approve the Company's financial statements ended December 31, 2014, which had been certified by auditors with unqualified opinion on the financial statements and distributed to the shareholders in advance of the meeting. The Board of Directors and the Audit Committee considered the above financial statements and were of the opinion that they were correct and complete in accordance with Thai Financial Reporting Standards with adequate disclosure. He summarized the comparison of the Company's financial statements for 2014 and 2013 to the meeting as follows:

Details	Amount (Million Baht)	
	2014	2013
Total Assets	903.9	492.2
Total Liabilities	97.6	94.6
Total Revenues	790.4	691.9
Net Profit	66.0	89.7
Earning per Share (Baht)	0.26	0.43

The Chairman invited the shareholders to raise or express any question, opinion or suggestion. No question was raised, then, he requested the Meeting to consider and approve the Company's financial statements ended December 31, 2014. He also informed that this agenda shall be approved by the majority votes of shareholders attending the meeting and having the right to vote.

**Resolution:** The Meeting approved the Company's financial statements for 2014 as presented with the following votes:

Resolution	Number of votes (1 share = 1 vote)	% of total votes in the Meeting
Approved	206,437,382	100.00
Disapproved	-	-
Abstained	-	-

#### **Agenda 4 To consider and approve statutory reserve and dividend payment for 2014**

The Chairman reported that the Company has policy to pay dividend no less than 50% of its consolidated net profit after deduction of all reserves as stated in the Company's Articles of Association and related laws, subject to need for future investment and business plan. In 2014, consolidated net profit of the Company were Baht 65,895,157 or equivalent to Baht 0.26 per share. The Board of Directors has considered to pay dividend for the 2014 operation at Baht 0.16 per share, or equivalent to 67.89% of consolidated net profit for 2014 which was higher than the rate of dividend payment policy. The interim dividend at Baht 0.11 per share was paid to shareholders on September 3, 2014, thereby having a final dividend of Baht 0.05 per share. The dividend would be paid on May 13, 2015. The Company has provided legal reserve of Baht 3,500,000 or 5.01% of its net earnings for the year in the Company's financial statements for the year ended December 31, 2014 as required by related laws.

The Chairman invited the shareholders to raise or express any question, opinion or suggestion. No question was raised, then, the Chairman requested the Meeting to consider and approve the statutory reserve and dividend payment for 2014. He also informed that this agenda shall be approved by the majority votes of shareholders attending the meeting and having the right to vote.

**Resolution:** The meeting approved dividend payment for 2014 at Baht 0.16 per share. The interim dividend at Baht 0.11 per share was paid to shareholders on September 3, 2014, thereby having a final dividend of Baht 0.05 per share to shareholders whose names appear in the Company's registration book on March 20, 2015. The dividend will be paid on May 13, 2015. The Company has provided legal reserve of Baht 3,500,000 or 5.01% of its net earnings for the year in the Company's financial statements for the year ended December 31, 2014 as required by related laws.

The votes for this agenda were the following:

Resolution	Number of votes (1 share = 1 vote)	% of total votes in the Meeting
Approved	206,439,382	100.00
Disapproved	-	-
Abstained	-	-

**Agenda 5 To consider and approve the appointment of the Company's directors to replace of those who will retire by rotation**

The Chairman informed the meeting that the retired directors as well as shareholder would like to abstain their votes in this agenda at the registration desk. The 3 retired directors left the meeting to allow the shareholders to consider this matter freely.

The Chairman informed the meeting that Under Article 16 of the Company's Articles of Association, one-third of the Directors must retire by rotation in the Annual General Meeting of Shareholders. The following 3 directors would retire by rotation in this year:

- |                              |   |
|------------------------------|---|
| 1. Mr. Chaisak Angkasuwan    | Independent Director / Audit Committee Member / Chairman of the Corporate Governance Committee  |
| 2. Dr. Pairoj Boonkongchuen  | Independent Director / Audit Committee Member / Nominating and Compensation Committee Member / Corporate Governance Committee Member  |
| 3. Mr. Charoenrath Vilailuck | Authorized Director / Executive Committee Member / Risk Management Committee Member<br>Risk Management Committee Member / Chairman of the Sustainable Development Committee |

The retired directors were eligible to be re-elected for another term. The Board of Directors, without participation by any member having interests therein, agreed with the Nominating and Compensation Committee that the 3 retired directors had all the qualifications as specified in the Public Company Act B.E. 2535, knowledge, capability and experience in the business relating to the Company's operation where such experience may be applied to enhance the Company's operation efficiency. Details of information, contribution to the Company of each director and relationship of proposed directors to be independent directors were appeared in the notice of the meeting.

The Chairman invited the shareholders to raise or express any question, opinion or suggestion. No question was raised, then, he requested the Meeting to consider and approve the election of the Company's directors to replace of those who will retire by rotation individually. He also informed that this agenda shall be approved by the majority votes of shareholders attending the meeting and having the right to vote.

**Resolution:** The meeting approved the election of all 3 directors who would retire by rotation to be the Company's directors for another term with the following votes:

Name	Type	Approved		Disapproved		Abstained	
		Vote	%	Vote	%	Vote	%
1. Mr. Chaisak Angkasuwan	Independent Director	206,425,846	99.99	18,536	0.01	-	-
2. Dr. Pairoj Boonkongchuen, M.D.	Independent Director	206,425,846	99.99	18,536	0.01	-	-
3. Mr. Thananan Vilailuck	Director	206,037,169	99.80	18,536	0.01	388,777	0.19

**Agenda 6 To consider and approve the remuneration of the Board of Directors and Committees for 2015**

The Chairman proposed the Meeting to consider and approve the remuneration of the Board of Directors and Committees for 2015. The remuneration of the Board of Directors and Committees in 2014 was in accordance with the resolution of the 2014 Annual General Meeting of Shareholders, held on April 23, 2014, of not exceeding Baht 4,000,000 consists of meeting allowance and bonus. Actual payment of the remuneration for 2014 was Baht 1,365,000 consisted of meeting allowance of Baht 945,000 and bonus of Baht 420,000. The Board of Directors had considered the remuneration of the Board of Directors and Committees appropriately in line with the general practice of the industry, the Company's growth and expansion. After consideration, the Nominating and Compensation Committee proposed to fix the remuneration of the Board of Directors and Committees of not exceeding Baht 4,000,000 same amount of last year, consisted of meeting allowance for each meeting participated of the Board of Directors and Committees and bonus without other benefits. The meeting allowance for each meeting participated of the Board of Directors and Committees was proposed at the same amount as previous year as follows:

	<u>Chairman</u>	Unit (Baht) <u>Member</u>
The Board of Directors	20,000	10,000
The Audit Committee	20,000	10,000
The Corporate Governance Committee	15,000	10,000
The Nominating and Compensation Committee	15,000	10,000

There was no consideration of meeting allowance for the Executive Committee, the Risk Management Committee and the Sustainable Development Committee since all members were the Company's executives.

The Chairman invited the shareholders to raise or express any question, opinion or suggestion. No question was raised, then, he requested the Meeting to fix the remuneration of the Board of Directors and Committees for 2015. He also informed that this agenda should be approved by the votes of no less than second-third of shareholders attending the meeting and having the right to vote.

**Resolution:** The meeting approved the remuneration of the Board of Directors and Committees for 2015 at the same amount as previous year of not exceeding Baht 4,000,000 consisted of meeting allowance for each meeting participated of the Board of Directors and Committees and bonus without other benefits with the following votes:

Resolution	Number of votes (1 share = 1 vote)	% of total votes in the Meeting
Approved	206,577,727	98.61
Disapproved	-	-
Abstained	2,867,239	1.39

**Agenda 7 To consider and approve the appointment of the Company's auditor and fixing audit fee for 2014**

The Chairman reported that the Audit Committee had selected the Company's auditors and proposed to appoint the auditor from EY Office Limited to be the Company's auditor for 2015. EY Office Limited has audited the Company and subsidiaries since the year 2000 and was thoroughly eligible to give useful recommendations to the Company and had no other relation or interests with the Company, subsidiaries, executives, major shareholders or related with the aforementioned persons. They could express their independent opinion to the Company's financial statements. In addition, EY Office Limited has been accepted either in Thailand and international level with the professional team having good auditing experience. Any one of the following auditors was authorized to conduct the audit and express an opinion on the financial statements of the Company:

1. Ms. Siriwan Suratepin                      CPA No. 4604  
(The Company's auditor in 2011-2014, 4 years in total)
2. Mr. Wichart Lokatekrawee                CPA No. 4451  
(The Company's auditor in 2003-2008, 6 years in total)
3. Mrs. Sarinda Hirunprasertwuthi        CPA No. 4799  
(Never conducted the audit and express an opinion on the Company's financial statements)

Information of the 3 proposed auditors were appeared in the notice of the meeting.

In the event that those auditors were unable to perform their duties, EY Office Limited was authorized to assign another of its auditors to perform the audit and express an opinion on the Company's financial statements in their place.

In addition, the Audit Committee had considered and proposed the audit fee for 2015 at the same as previous year of Baht 800,000. The proposed audit fee excluded out of pocket expenses relating to audit work such as photo copy expenses, traveling expenses and others.

The Chairman invited the shareholders to raise or express any question, opinion or suggestion. No question was raised, then, he requested the Meeting to consider and appoint the Company's auditor and fix audit fee for 2015. He also informed that this agenda should be approved by the majority votes of shareholders attending the meeting and having the right to vote.

**Resolution:** The meeting appointed any one of the following auditors from EY Office Limited to be the Company's auditor:

- |                                   |              |
|-----------------------------------|--------------|
| 1. Ms. Siriwan Suratepin          | CPA No. 4604 |
| 2. Mr. Wichart Lokatekrawee       | CPA No. 4451 |
| 3. Mrs. Sarinda Hirunprasertwuthi | CPA No. 4799 |

In the event that those auditors are unable to perform their duties, EY Office Limited was authorized to assign another of its auditors to perform the audit and express an opinion on the Company's financial statements in their place. In addition, shareholders should approve the audit fee for 2015 at the same amount as previous year of Baht 800,000.

The votes for this agenda were as follows:

Resolution	Number of votes (1 share = 1 vote)	% of total votes in the Meeting
Approved	206,664,966	100.00
Disapproved	-	-
Abstained	-	-

**Agenda 8 To consider and approve the amendment of Article 12 in Chapter 3 Transfer of Shares of the Company's Articles of Association**

The Chairman proposed the meeting to consider and approve the amendment of Article 12 in chapter 3 Transfer of Shares of the Company's Articles of Association In accordance with the Securities and Exchange Act, the Company has to amend Article 12 in Chapter 3 Transfer of Shares of the Company's Articles of Association as follows:

**Existing**

- Article 12. When the Company's shares have been listed as listed securities in the Stock Exchange of Thailand or Market for Alternative Investment (MAI), form, method and validity with respect to transfer of such shares shall be made in accordance with the laws governing Securities and the Stock Exchange of Thailand.
- The Company may assign **the Stock Exchange of Thailand** as its registrar and the regulation relating to share register shall be in accordance with the regulations prescribed by the Registrar.

**Proposal**

- Article 12. When the Company's shares have been listed as listed securities in the Stock Exchange of Thailand or Market for Alternative Investment (MAI), form, method and validity with respect to transfer of such shares shall be made in accordance with the laws governing Securities and the Stock Exchange of Thailand.
- The Company shall assign **the Thailand Securities Depository Company Limited** as its registrar and the regulation relating to share register shall be in accordance with the regulations prescribed by the Registrar.

The Chairman invited the shareholders to raise or express any question, opinion or suggestion. No question was raised, then, he requested the Meeting to consider and approve the amendment of Article 12 in chapter 3 Transfer of Shares. He also informed that this agenda should be approved by the votes of no less than third-fourth of shareholders attending the meeting and having the right to vote.

**Resolution:** The meeting approved the amendment of Article 12 in Chapter 3 Transfer of Shares as follows:

- Article 12. When the Company's shares have been listed as listed securities in the Stock Exchange of Thailand or Market for Alternative Investment (MAI), form, method and validity with respect to transfer of such shares shall be made in accordance with the laws governing Securities and the Stock Exchange of Thailand.

The Company shall assign **the Thailand Securities Depository Company Limited** as its registrar and the regulation relating to share register shall be in accordance with the regulations prescribed by the Registrar.

The votes for this agenda were as follows:

Resolution	Number of votes (1 share = 1 vote)	% of total votes in the Meeting
Approved	206,664,966	100.00
Disapproved	-	-
Abstained	-	-

### **Agenda 8 To consider other matters**

The Chairman invited the shareholders to raise or express any question, opinion or suggestion. Questions and answers could be summarized as follows:

- Mr. Natthasak Phureewiwat  
Shareholder      How about the Company's competitors?
- Mrs. Sukanya Vanichjakkong      The Company has about 4-5 minor competitors. Contact Center business could be categorized into 4 groups – Customer Service (the same business as the Company's), Order Taking on TV, Insurance Sales, and Debt Collection. Nowadays, some businesses gradually disappear due to the E-Commerce. Some of them turn around their business to customer service.
- Shareholder      As the Company's business depends on people to serve customers. How does the Company manage this issue?
- Mrs. Sukanya Vanichjakkong      The Company will classify our customers into different group; for example, the premium package customers such as airlines or hospital, our staff will focus to only serve them. While the standard package customer will share the staff; for example, 1 staff serves 3 customers. However, the Company has realized on long term customer service. How each customer will grow? This is the opportunity to expand the business.
- Shareholder      How does the Company look at the future business? and  
How about the Outsourced Call Center business? Will it grow up or decline and how?
- Mrs. Sukanya Vanichjakkong      The Outsourced Call Center business will continuously grow up as we had the recurring revenue from Outsourced business up to 10 – 20% each year. There are only 3-4 companies who provide the Outsourced business while the customers are more than 11 groups. The strength point to use Outsourced is to easily manage by using Service Level Agreement (SLA). Once the top leading business used Outsourced, there will be a chance for the next level business to be interested as well.
- Shareholder      How will the Company manage the customer service staff's remuneration that tends to be higher in the competitive market? How to keep the qualified staff with the company?
- Mrs. Sukanya Vanichjakkong      People are the important key of the business and also the major cost of the Company. We are looking for the 3-4 topics to manage people cost and plan for long term business in CLMV countries. The Company not only expands the business to foreign countries but also think of the employment opportunity in such countries.
- Shareholder      What is the Company plan to invest from the proceeds received from IPO?
- Mrs. Sukanya Vanichjakkong      Our plan is to expand the investment to CLMV countries. Previously, there were 3-4 MOU being signed in Myanmar. However, due to the uncertain situation in Myanmar, the Risk Management Committee asks for postpone the investment. The Company is looking for new technology to manage cost in terms of business expansion internationally together with looking for the partner to efficiently management. Regarding the domestic business expansion, our plan is to obtain more spaces to serve our customer. This also needs investment fund to rent the additional space.
- Mr. Chao Boonyamarn  
Shareholder      When did the Company earn the highest revenue and why?
- Mr. Pracha Phathayakorn      In 2013, the Company earned the highest revenue of Baht 800 million. Revenue can be



- categorized into 2 types of sales: Turnkey Total Solutions and Outsourced Contact Center Business. Revenue from Turnkey Total Solutions allows us to earn more revenues but the margin was quite low, around 10-12% while the Outsourced Contact Center Business has the margin around 20-25%. Therefore, when we have the Turnkey in hand it will cause the higher revenue but low margin. The Company will keep the growth level of revenue from Outsourced
- Proxy How many employees the Company have the highest?  
How many employees the Company have at present?
- Mrs. Sukanya Vanichjakvong Last 2 years ago, the Company had the highest number of employees around 2,500 employees as the Company used to provide outsourced staff for 1,400 people to our customers. However, according to the government announcement on the policy of minimum wage had major impact to the Company. We stopped this kind of service and changed to the fully management. The Company currently has 2,200 employees
- Proxy As the Company's business relies on people, how does the Company evaluate the staff performance? And how?
- Mrs. Sukanya Vanichjakvong The Company has various ways to evaluate our staff, especially the new technology being used such as voice recording and quality assurance to ensure that our staff provides good service to customer. Besides, we also provide the evaluation of customer satisfaction as well.
- Proxy Please tell us the progress of the Anti-Corruption Project
- Mr. Sirichai Rasameechan The Company realizes the important of the Anti-Corruption Policy both from working and contacting with stakeholders that our Board of Directors and Management strictly adhere to. Regarding the joint in the network of the Anti-Corruption, the Company sent the representative to meet up with the mentioned network including the study of procedure to join in. During the past year, there was no fraud done by staff. What being found was that there was some mistakes from overrule. The Company had informed the rules and regulations to the mentioned staff.
- Mr. Chaipong Karawattana Shareholder The 2014 revenues were not as the Company's target which was quite lower. What caused of this? Will it be the same in 2015?
- Mrs. Sukanya Vanichjakvong The revenue that missed out the target in 2014 was occurred in the 4<sup>th</sup> quarter due to the government agencies stopped purchasing and hiring caused the turnkey project postpone until further notice. However, such revenues were booked in the 1<sup>st</sup> quarter of 2015 according to targeted plan at Baht 1,000 million. The Company currently earned the revenues around Baht 800 million, the rest of Baht 200 million has been under monitoring.
- Shareholder How is the revenue structure in 2015?
- Sukanya Vanichjakvong In the 1<sup>st</sup> quarter, the Company earned more revenues from the same period of last year. We expect to close sales with new customers in the 2<sup>nd</sup> quarter. The revenue will continuously jump up to the 3<sup>rd</sup> quarter, so what we expect will be as targeted. The revenue ratio from outsourced will be at 70-80%
- Shareholder Referring to the Company's plan to CLMV countries, how much percentage of the revenues being increased?
- Sukanya Vanichjakvong We are currently opened the office in Cambodia to provide the fully outsourced contact center service. Most customers are the existing ones whose branches are in Cambodia. The Company is studying the investment in Myanmar and it is under the negotiation process, expected to start the business around 2-3 years. Our 3-4 customers are interested to expand their branches to Myanmar. Revenues from business expansion to CLMV countries to gear up in the next 3 years around 10%
- Shareholder Nowadays, the IVR system has been continuously developed. How is the contact center situation if the IVR system is replaced the customer service staff?
- Sukanya Vanichjakvong This trend had happened around 20 years ago in the US where the outsourced existed and bloomed. However, the final conclusion showed that people are not satisfied with the IVR system or self-correspondent. On the contrary they prefer chatting with people.

No question was raised, then, the Chairman thanked the shareholders for attending the meeting and declared the meeting closed at 10.21 a.m..

Chairman

(Mr. Vichai Srikwan)

Secretary

(Ms. Naruechol Vaidyanuwatt)j