

ATCEN Sdn Bhd  
Lot C-103A, Perdana Condo-Business Suites  
Jalan PJU 8/1, Damansara Perdana,  
47820 P.J., Selangor.

15<sup>th</sup> June, 2006

Attn: Irene Low

**Ref: An Exceptional Customer Service Experience**

ATCEN has been one of VSource's panel training vendors for many important areas of our business such as Customer Service, Sales & Call Centre Management. The choice to maintain ATCEN as one of our training panel was very much based on the quality that was exhibited in all aspect of training such as training methodology, modules, activities & impact. But the core deciding criteria was the professionalism & customer service attitude that is portrait throughout the organization that made every request made by Vsource met in a wink of an eye without any trade off in term of quality.

A total of 100's of people may be trained by ATCEN and the evaluation score has been maintained at 4 & above which we perceive to be very good internally. Customization of modules & flexibility on demands has made ATCEN one of the best training providers that Vsource has dealt with. ATCEN trainers have never been calculative of time spent on our floors or the reports that they've been requested to give us.

Overall in a nutshell ATCEN SDN BHD is a training provider who has a pool of people who believe in Quality, Customer Service, Value for money, Efficiency & Effectiveness.

Regards,  
Jeya Sheila Koilpitchai  
Corporate HR Training Manager

