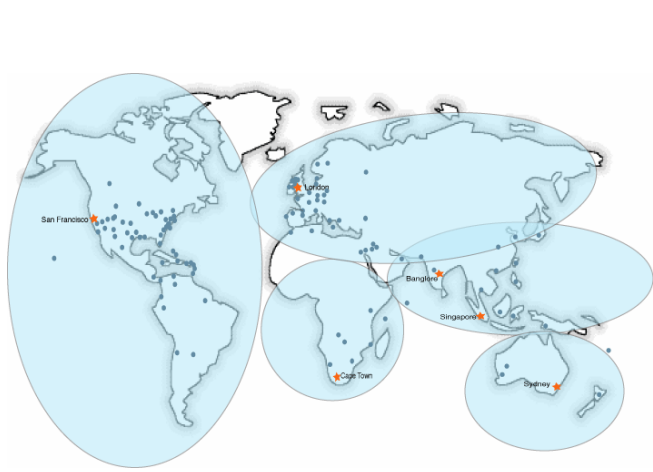


Les Concierges Pte Ltd

Company Profile

Through its concierge, managed services, incentive and reward and recognition services, Les Concierges enables companies to manage their entire employee life cycle.

Founded:	1998
Employees:	700
Financing:	Privately held company
About Les Concierges Life Care Services Ltd.:	Les Concierges Pte Ltd is the group company which provides a gamut of enterprise workforce and customer management solutions and services that help companies drive increased profitability. Les Concierges Pte Ltd is a wholly held subsidiary of Les Concierges Life Care Services (P) Ltd.



LES CONCIERGES FACTS

- Arguably World's largest Concierge Service
- Global Concierge Network
- Singapore/India/USA/ Europe
- First onsite concierge service
- Only B to B concierge service
- Robust Concierge portal and membership platform
- Scalable Concierge CRM and delivery platform
- Unique IP in technology and knowledge management

Les Concierges is the first lifestyle services company to create a high-tech, high-touch "membership platform" for its clients which allows them to easily provide employees and/or members access to memorable, one-of-a-kind experiences, personalized goods, events and services that drive member loyalty and long term purchase behavior.

- ✓ World's most experienced concierge service and market leader
- ✓ Provider of choice for Fortune's Top 100 Companies to Work for.
- ✓ Concierge to the "trading up" generation and luxury/high net worth market
- ✓ Concierge to over 5million employees and members across Asia Pacific
- ✓ Concierge service provider with localized knowledge across the globe.
- ✓ Major hubs in Australia, San Francisco, USA, Singapore

Les Concierges Management Services

Les Concierges Management Services provides turnkey professional services of managing and monitoring business non core services.

- ✓ On-site / Virtual Concierge: Les Concierges Loyalty Programmes combines the resourcefulness of a Concierge with the usefulness of a field executive. Supported by our 24/7 Call Centre, we are positioned to being accessible, means making our services available when and how our customers need them. Supported and ensured focused productivity from members by taking over the mundane chores, a seamless extension of the company's operation which enhances work-life balance and in improving the effectiveness and the quality of lives.
- ✓ Ms. MoneyPenny :World's only managed reception service
- ✓ Business Services: Leverages on our key strength to people management and efficiencies of scale. Offers significant time and cost benefits and allows you to focus on your core competence. Areas of our expertise include: Payroll, HR, Admin, Mail Room and Logistics.
- ✓ Bravo ~ Rewards & Recognition: Web based incentive and recognition solutions. Tools, technologies and processes to build teams, encourage individuals and reward and retain talent. A relevant solution for any people-centric organization.

Customer Interaction Platform

Les Concierges has made significant investments in fortifying its applications and infrastructure to provide a stable, secure, highly scalable and adaptable technology foundation.

- ✓ **Knowledge Management:** Since 1998 Les Concierges has accumulated a wealth of knowledge,resources, solutions, tools and procedures. This "Black Book "of knowledge is the most powerful tool that our over 550 service professionals use to assist our over 5000000 customers worldwide. This "Black Book "is constantly upgraded and refined by a dedicated team of professionals.
- ✓ **Customer Management System:** The Les Concierges Customer Assistance System (CAS) is our core-operating platform used to process all service requests. Built from a customer-centric approach, it allows us to house profiles on each member tied to their entire history of requests. We have invested in developing, customizing and enhancing this world-class system.

Our Corporate Culture

Exceeding the expectations of the customer. Surprisingly Personalized Customer Experience. Service Beyond Expectations depends on three important service credos:

1. "No" is not an option
2. "Expand and Enhance"
3. Being a concierge is an art, not a job

To engage the customer, and build a relationship with them, we need to interact with them on their level and to exceed their expectations

Our People

- Top Talent
- Proprietary Hiring Process
- Proprietary Training Process
- Quality Program
- Management Capability

Global Services Platform

- Global Hub & Pod
- Proprietary Program Design
- Supplier Network
- Partner/Concierge Network
- Product Solutions

Institutional Knowledge

- Business Model
- Longevity
- Know-How
- Brand Recognition
- Customer Impact - ROI

Our Customers

Les Concierges Life Care Services has over 300 fortune-class customers We manage, retain, and transition our customers through our high touch services. Our many client companies have chosen us for our high level of service capability.

A partial client list



Who We Serve

Employee Loyalty	B2B	Fortune 500 Employers of Choice	Higher Employee retention	Increased productivity, enhanced work/life balance, reduced health costs	Typically onsite, some virtual
Customer/ Membership Loyalty	B2B	Luxury/ consumer brands	Longer customer life	Acquisition, retention, and product revenue drivers	Typically virtual, rarely onsite
Private Membership	B2C	High Net-worth Individual	Enhanced travel / personal experiences	Time savings, access, global consistency	Virtual, with some onsite interaction

Our Key Management

Dipali Sikand | Chairman

Dipali drives the vision and strategy of Les Concierges. Her strong understanding of the value of loyalty and relationship marketing has made Les Concierges a leading provider of concierge and personal assistance services and has guided Les Concierges through an 950% increase in revenue over the last two years. Dipali continues to build strategic business alliances and establish an expansive blue chip client roster while constantly monitoring quality and surpassing all current standards for concierge and business management services.

George Jacob | Managing Director

George heads the day-to-day stability and excellence of Les Concierges' core business. His team includes Technology, Service Delivery, Training, Human Resources, Quality, Partnerships and Technical Operations. The Operations team is consistently focused on the people, processes, service excellence and technology that support Les Concierges' business objectives while achieving solid, profitable growth. George is also responsible for ensuring that the people, the metrics and the technology at Les Concierges are all in place to serve our customers at a world-class level. George has extensive experience in business development and customer service operations, which he applies to Les Concierges to provide tactical direction and development in the areas of operations technology and product development

Clarissa Goh | Chief Operating Officer,

Clarissa is based in Singapore and creates processing and monitoring efficiencies to drive the Les Concierges. She heads the operations and is charged with the focus of building competencies for efficient delivery of Concierges service quality promise. Clarissa has extensive experience in working with outsourced processes in the administration and support areas.