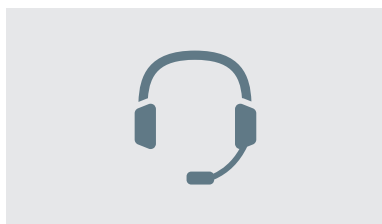


COMMUNICATION SERVICES

WIRECARD COMMUNICATION SERVICES

STATUS 16.04.2013 1/2



Wirecard Communication Services bring dynamics to your communications. Key facts:

- ▶ Calls per year: approx. 1,300,000
- ▶ E-mails per year: approx. 500,000
- ▶ VCC – virtual call centre
- ▶ Hybrid call centre structure
- ▶ 24/7/365 availability
- ▶ Support currently available in 16 languages

Wirecard Communication Services GmbH specialises in high-quality consultation and information services. Its efficient structuring and highly competent staff makes it extremely versatile while also professionally attuned to individual fields of service like no other call centre.

Wirecard Communication Services is highly qualified in the fields of financial services, mail order business and software support, while also speaking the language of gamers, publishers and software developers. This is possible thanks to both the efficient structuring and the experienced, highly-qualified staff at our call centres.

Our employees come from those various fields of practice themselves and also receive continuous training, updates and specialised coaching sessions.

Wirecard Communication Services is your ideal partner for external communication solutions. In addition to our stationary communication centre in Leipzig, approximately 50% of Wirecard agents operate at our virtual call centre and are free from geographic constraints.

This hybrid structure, in combination with an international line-up and recruitment process, means that we are able to guarantee the highest level of service availability and staff flexibility for a wide range of fields and demands. Communication difficulties, whether they be professional or language-based are simply unable to arise.

SERVICE FEATURES

- ▶ Hybrid call centre (stationary and virtual)
- ▶ Intelligent peak level management
- ▶ Support currently available in 16 languages (native speakers)
- ▶ 24/7/365 service availability
- ▶ Worldwide availability
- ▶ Service via telephone, fax, letter, mail, chat, forum and in-game
- ▶ Specialised personnel in each field of expertise
- ▶ Extremely high flexibility in terms of subject fields and capacity
- ▶ Maximum data security achieved through data separation and security inspections
- ▶ Continuous skills-based staff training

FIELDS OF EXPERTISE

- ▶ First & second level support: Both content-based and technical for gaming and software providers
- ▶ Financial services inbound
- ▶ DRTV and outbound: Order taking, customer care, field staff scheduling

REFERENCE CLIENTS

Wirecard Bank
TrendPro
Kaspersky lab
Global Group
Deep Silver
Genius
Crimson Cow
TV Shop
Koch Media
123tv
Zuxxez
JML

TuneUp Software
T2 Take Two Interactive
Schmidt Holding
IMC International
Lexware
Ubisoft
flashpoint
Melodie Express
G Data Security
Vanilla Live Games
XPRON International
Avira

Konami of Europe
Axel Springer
Ukash
Guthy-Renker
ptv traffic mobility logistics
Verlag für die Deutsche
Wirtschaft