

GSC018/2566

August 15, 2023

Subject : Management Discussion and Analysis for Quarter 2 Ended June 30, 2023 (Additional legal disputes of the Company)

To: Directors and Managers
Stock Exchange of Thailand

Global Service Center Public Company Limited (“the Company”) would like to clarify the Company's consolidated operating results and financial position. and its subsidiaries for the second quarter ended June 30, 2023 compared to the same period last year as follows:

income

The total service income of the group as of 30 June 2023 amounted to 68.85 million baht, an increase of 24.22 million baht or 54.26% compared to the same period of 2022 with a total income of 44.63 million baht due to:

- Revenue from debt collection service and customer service for the second quarter of 2023 amounted to 36.39 million baht, a decrease of 7.96 million baht or 17.95%.
- platform service income and software installation for the second quarter of 2023, the amount was 32.46 million baht, an increase of 32.18 million baht, representing 11,492.86 percent.
- Total other income for the second quarter of 2023 amounted to 7.53 million baht, an increase of 5.33 million baht, representing 242.40 percent.

expenses

The total expenses of the group for the second quarter of 2023 amounted to 63.57 million baht, an increase of 19.37 million baht or 43.81% compared to the same period of 2022 with total expenses amounting to 44.21 million baht as a result of costs. related to employees.

Net Profit (Loss)

in the consolidated financial statements, the company has a profit for the second quarter of 2023 in the amount of 19.80 million baht and profit for the same period of the year 2022 in the amount of 2.09 million baht, an increase from the previous year in the amount of 17.71 million baht, representing 848.64% by earnings (loss) per share for the second quarter of the year. 2023 was 0.054 and in the same period of 2022 was 0.009 respectively.

financial status

total assets

As of June 30, 2023, the company had total assets of 340.29 million baht, an increase of 43.34 million baht or 14.59% compared to the year 2022 with total assets of 296.95 million baht due to cash flow. and investments in joint ventures.

total liabilities

As of June 30, 2023, the company has total liabilities of 71.06 million baht, an increase of 23.52 million baht or 49.47% compared to the year 2022 with total liabilities of 47.54 million baht due to provisions. and money received in advance for software installation work.

Equity

As of June 30, 2023, the company had total shareholders' equity of 239.44 million baht, an increase of 13.61 million baht or 6.02% compared to the year 2022 with total shareholders' equity of 225.83 million baht. arising from the increase in the performance of the group of companies.

Legal Disputes

Referring to SEC News No. 228/2021, dated December 9, 2021, a total of 7 directors and former directors and executives of (GSC) have been accused to the Economic Crime Suppression Division (EEC) in the case of misconduct, dishonesty, and seeking undue benefits from lending money to Asia Capital Group Public Company Limited (ACAP) for the benefit of oneself or others. Until causing damage to GSC, details appear in the SEC news referred to above. From the aforementioned case, the Company has dismissed the accused executive. (Who were still holding positions in the company at that time) in the amount of 4 people because it was considered a failure to perform duties with responsibility caution and honesty under Section 89/7, effective from December 9, 2021 onwards

- **January 10, 2022** the 4 former executives filed a complaint with the labor inspector. Office of Welfare and Value Occupy workers in Bangkok Area 4 that the company terminated their employment without severance pay. and wages instead of advance notice

- **April 4, 2022**, an order was issued by the labor inspector. Bangkok Labor Protection and Welfare Office Area 4 No. 55/2565 can be summarized as follows:

"Such dismissal Therefore, it is the termination of employment under Section 119 (2) (4) of the Labor Protection Act, B.E. "and

"By virtue of Section 124 of the Labor Protection Act B.E. 2541 as amended by the Labor Protection Act (No. 2) B.E. Therefore, it was decided that The petitioner and all 4 people have no right to receive wages in lieu of advance notice and compensation from Global Service Center Public Company Limited, the employer"

- **January 4, 2023** the 4 former executives filed a complaint with the labor inspector. Bangkok Labor Protection and Welfare Office Area 4 again by bringing evidence to submit to the labor inspector, adding that on November 30, 2022, Sub-Division 3, the Crime Suppression Division on Economic Crimes, issued a letter No. TorChor 0026.935. /3270 dated 30 November 2022 Subject Notification of non-prosecution order The aforementioned 4 executive groups

- **February 24, 2023** an order was issued by the labor inspector. Bangkok Labor Protection and Welfare Office Area 4 No. 50/2566 can be summarized as follows.

"According to the Labor Inspector's Order No. 55/2565, dated April 4, 2022, with an order stating that the petitioner employee is not entitled to compensation and wages instead. advance notice from the company, the employer, and the said order has been sent to all 4 employees who complained by mail

acknowledgment The 4 employees who complained received orders duly on 7, 8, 16 and 28 April 2022 for 30 days on 7, 8, 16 and 28 May 2022. If the employees who complained were not satisfied with the order have to take the case to court to request the revocation of the order of the labor inspector within thirty days from the date the order is known or assumed to be known According to the first paragraph of Section 125 of the Labor Protection Act, B.E. 2541 (1998), when the complaining employee does not bring the case to the court within the specified time, the order is deemed to be final according to Section 125, paragraph two of the same Act”

“ Even though the four complaining employees brought evidence to submit to the labor inspector additionally that on November 30, 1982, Sub-Division 3, the Crime Suppression Division on Economic Crimes, issued a letter No. Tor Chor 026.935/3270. dated November 30, 2022 Subject: Notifying an order of non-prosecution The four employees who complained were merely opinions on the prosecutor's criminal case order. Therefore, it may not cause the facts that have been heard to be finalized to materially change according to Section 54 (1) of the Administrative Procedure Act, B.E. 2539 (1996). It is a petition on the matter that the order is final under section 125 paragraph two of the aforementioned Act. Therefore, the 4 employees who complained are not entitled to wages in lieu of advance notice, severance pay and interest from Global Company. Service Center Public Company Limited, employer, as requested again.”

- **April 7, 2023** the former executives filed a lawsuit against the labor inspector. as the 1st defendant and the Company as the 2nd defendant to the Central Labor Court in 4 cases on which the Company unfair dismissal no compensation and wages instead of advance notice Total damages amounted to approximately 13 million baht or 3.82% of liabilities and shareholders' equity in the consolidated financial statements. And determine the dispute issue in the 4th case on September 12, 2023 and make an appointment to examine the witnesses in the first 3 cases on February 27-28, 2024.

However, the Company did not record the liability from being sued because the dispute is still under consideration. and the Company's legal advisor There is still an opinion that the company Everything has been done correctly in accordance with the Labor Protection Act, Section 119(4) and the Civil and Commercial Code, Section 583. However, if there is any progress on such matter, the Company will report to you in the next order.

Please be informed accordingly

Yours faithfully,

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(Ms. Nanchaon Kiatwutthitrakun)

Chief Financial Officer

Authority to Report Information