

บริษัท โกลบอล เซอร์วิส เซ็นเตอร์ จำกัด (มหาชน)

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ELCIDGSC016/2020

Date : 7 August 2020

Subject : Clarification on the changes of six months period end 30 June 2020 Operating results more than 20%

To : President

The Stock Exchange of Thailand

Global Service Center Public Company Limited (“the Company”) would like to inform that the Company has already disclosed financial statements for six months period end 30 June 2020 which has been reviewed by the auditor. The Company would like to clarify the changes of operating results compared to the same period of the year 2019. Net profit decreased 8,038,522 baht or 86.51%. The main reasons were as follows:

1. Service income decreased 14,335,170 baht compared to the same period of the last year mainly from the decrease of income from Call Center business in the amount of 12,788,448 baht or 33.27% from the lower business volume and income from Collection business in the amount of 1,546,722 baht or 4.22% from the lower of Collection business volume. From the situation of epidemic of corona virus infection 2019 (COVID-19)
2. Other income decreased 759,804 baht compared to the same period of the last year mainly from the decrease from short-term investment interest.
3. Cost of service decreased 7,592,861 baht compared to the same period of the last year mainly from the decrease of personnel costs such as salary and incentive.
4. Administration expenses increased 504,620 baht compared to the same period of the last year mainly from the increase of personnel expense such as salary and bonus.
5. Corporate income tax decreased 728,882 baht compared to the same period of the last year mainly from decrease in operating results.

The major changes of Balance Sheet were as follows:

1. Total assets increased 22,797,216 baht compared to the last year due from increase the right-of-use assets as a result of the adoption of the new financial reporting standard in year 2020 and increase investment in technology and information system.
2. Total liabilities increased 22,132,270 baht compared to the last year due from increase the lease liabilities as a result of the adoption of the new financial reporting standard in year.

3. Shareholders' equity increased 644,946 baht compared to the last year due from increase in retained earnings resulting from the operating results of the six months.

From the above reasons, the Company's six months net profit of 2020 ended at 1,253,175 baht compared to the same period of 2019 at 9,291,697 baht, decreased 8,038,522 baht or 86.51%.

Please be informed accordingly.

Yours Sincerely,

(Miss Udomporn Aeimjoy)

Executive Vice President Accounting and Finance

Authorized Persons to Disclose Information