

Press Release

Prestige International announces the launch of a customer service and Roadside Assistance program for Citroën Japan.

Prestige International is now providing Roadside Assistance and a full suite of customer service solutions for Citroën Japan. Prestige International's Roadside Assistance program has provided services in Japan since 1992. Through our proprietary network of nationwide repair centers and towing facilities, Prestige International now provides high-level emergency road services to Citroën owners in Japan.

Individuals in Japan that purchase a new Citroën or subscribe to the Roadside Assistance program now have toll-free access 24 hours a day 365 days a year to the service. This program is operated out of our state-of-the-art Akita BPO center with cooperation from Citroën's nationwide service network. Highly trained specialists are available to:

- Provide mechanical advice
- Liaise with dealers and repair outlets across the country
- Dispatch assistance in case of lock-out
- Provide accommodation information and reservations
- Provide alternative transportation information and reservations
- Arrange car rental
- Provides guidance to 24-hour gas stations
- Respond to miscellaneous customer problems
- Arranges sign-and-drive "cashless" service, through a proprietary network of repair centers, towing providers etc

As an additional benefit for Citroën's elite clientele Prestige International is also offering Citroën a customer service and assistance program operating during regular business hours including:

- Inbound customer service support for enquiries
- Catalogue mailing and distribution
- Follow-up calls based on catalogue distribution
- Liaison with auto dealerships to arrange for on-site visits
- Marketing reports supplied to automotive clients monthly

About Prestige International

▪ Publicly traded in Japan ▪ Present in 16 cities and 12 countries worldwide ▪ The only Japanese call center operator with a global presence (Japan, Asia-Pacific, UK, Europe, US). ▪ Clients include multinationals, such as Victoria's Secret Direct, BMW Japan, and MasterCard International.