

# eFunds Corporation inaugurates second call centre in India

eFunds Corporation (Nasdaq: EFDS), a leading provider of electronic payment, risk management and related information technology and business process improvement services, today inaugurated a new 52, 000 square foot call centre in Mumbai, India.

Using state-of-the-art technology, the new call centre will manage a variety of in and outbound tele-service activities on a 24/7 basis for eFunds customers around the world. eFunds now employs 1300 people in its two Mumbai call centres, making it one of the largest third-party call centre operators in India.

"As an experienced third-party outsourcer, eFunds can bring organisations considerable benefits through significant cost savings and by enhancing operational efficiency and quality improvements to everyday business processes," said Robert A. Azman, vice president - service centre operations, eFunds Corporation.

"The most successful companies in our business will be those with an unbeatable service proposition that retains and attracts customers," Azman said. "Outsourcing is one route to attaining a competitive advantage for financial services companies facing increased competition and tighter margins."

## About eFunds

eFunds delivers innovative, reliable and cost-effective technology solutions to meet its customers' payment and risk management, e-commerce and business process improvement needs. eFunds provides its services to financial institutions, financial services companies, electronic funds networks, retailers, government agencies, e-commerce providers and other companies around the world. For more information, visit [www.efunds.com](http://www.efunds.com) <<http://www.efunds.com>>.

eFunds International (India) Private Limited is a wholly owned subsidiary of eFunds Corporation. eFunds' Indian operations include a shared services centre in Delhi, two software development centres in Chennai and two call centres in Mumbai. The company currently employs more than 2,000 professionals in India.