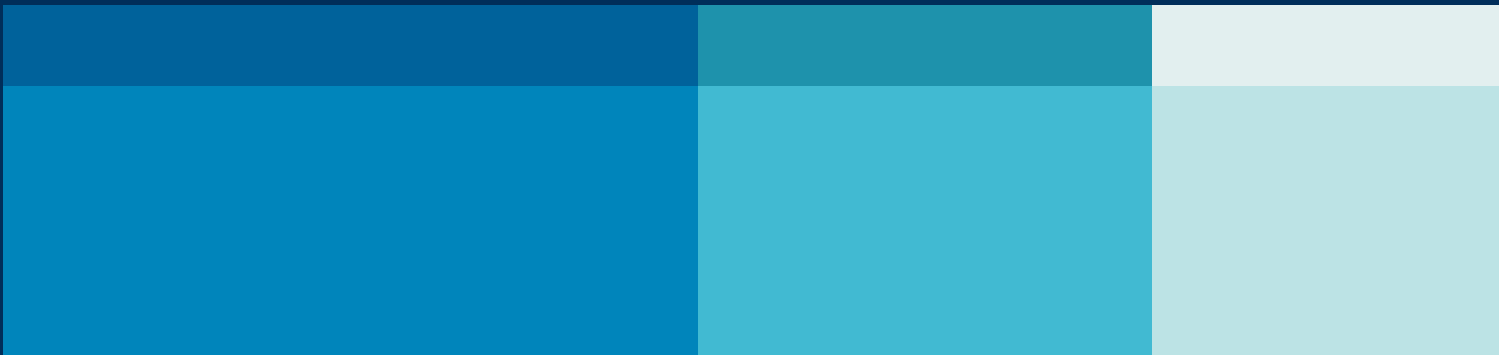




# Amicorp Group

## Business Process Outsourcing

Amicorp Business Process Outsourcing (BPO) Services, is a provider of a broad spectrum of business solutions in the field of outsourcing of Business and Knowledge Processes (BPO and KPO).





# The Amicorp Group

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## Challenges in Today's Markets

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Markets have never been as dynamic, competitive and demanding as they are today. This is not a temporary phenomenon. Globalization of international economies requires that businesses change to become more competitive while at the same time ensuring consistent growth. This transformation and growth is what stakeholders and investors want to see every year in the annual report. CEOs and CFOs are expected to meet these growth requirements and to consistently deliver increased shareholder value.

Well-run finance and accounting functions should operate effectively at a cost below 1% of the revenue. World-class operations should (and do) run effectively at a sub 0.5% rate. For many organizations, however, this figure still lies above the 1% limit.

Reporting demands aside, one important reason for this increased financial pressure is that financial departments spend too much time (39% on average) on non value-adding transaction processing. In addition, outdated IT systems cause further delays within the processes by demanding significantly more time and management attention compared to the modern, specialized systems that are available today.

Increasing compliance regulations in different countries add to the challenges. The Sarbanes-Oxley Act and the Basel II Accord add significant cost because of their specific and challenging demands for real-time disclosure. Many companies struggle to comply without entangling themselves in significant process and systems complications.



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# Business Process Outsourcing

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## A Return to Focus

Many businesses spend up to 80% of their resources managing back-office operations, and only 20% on developing their corporate strategy. Outsourcing non-core business processes allows an organization to re-focus on the strategies that put them in business to begin with.

Outsourcing non-core business processes frees companies to return their focus to their core business and to strategic programs that generate revenue. Efficient and successful performance of peripheral business activities is delegated to a trusted service provider.

## Advantages of Outsourcing

- Frees up resources
  - Prioritizes tasks
  - Allows re-alignment of executives
- Improves working capital management
  - Reduces operating costs
  - Transforms fixed cost to variable (pay-per-use)
  - Increases scalability
  - Reduces administrative burden
- Improves quality of services
  - Reduces defects and delays
  - Leverages best practice sharing by provider
- Growth without investment
  - Minimizes non-core capital expenditure
  - Frees up capital for productive use
- Increases productivity
  - Improves end-to-end process
  - Leverages service provider expertise
- Reduces technological obsolescence risk
  - Leverages service provider's technology
  - Leverages technically trained resources
- Increases controllership
  - Improves MIS and internal controls using key performance indicators for services
- Increases external and internal customer satisfaction
  - Improves internal service levels

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## Focus on Core Business Competencies, Strategies & Growth

- **Cost Reductions**

Efficient BPO services reduce overhead expenses and can contribute to increased profits. BPO services allow companies to reduce investment in support infrastructures while facilitating the transformation of human resource costs from fixed to variable and increasing scalability of operations. Companies that outsource their business processes often re-allocate the resources saved in the process and capture new efficiencies for their businesses, averaging total net savings of 30% of processing cost.

- **Acceleration of Benefit Realization Time Frames**

Outsourcing is not only about generating cost savings. It is also about how quickly and easily these savings can be realized and maintained. Benefit realization time frames can be significantly shorter with continuous process and productivity improvements. Upgrading technologies also ensures that the highest level of efficiency is achieved and maintained.

- **Reduced Commercial Risk and Sustained Regulatory Compliance**

The BPO service provider not only performs the transacted processes but also maintains documentation and ensures that all agreed processes are completed accurately and on schedule.

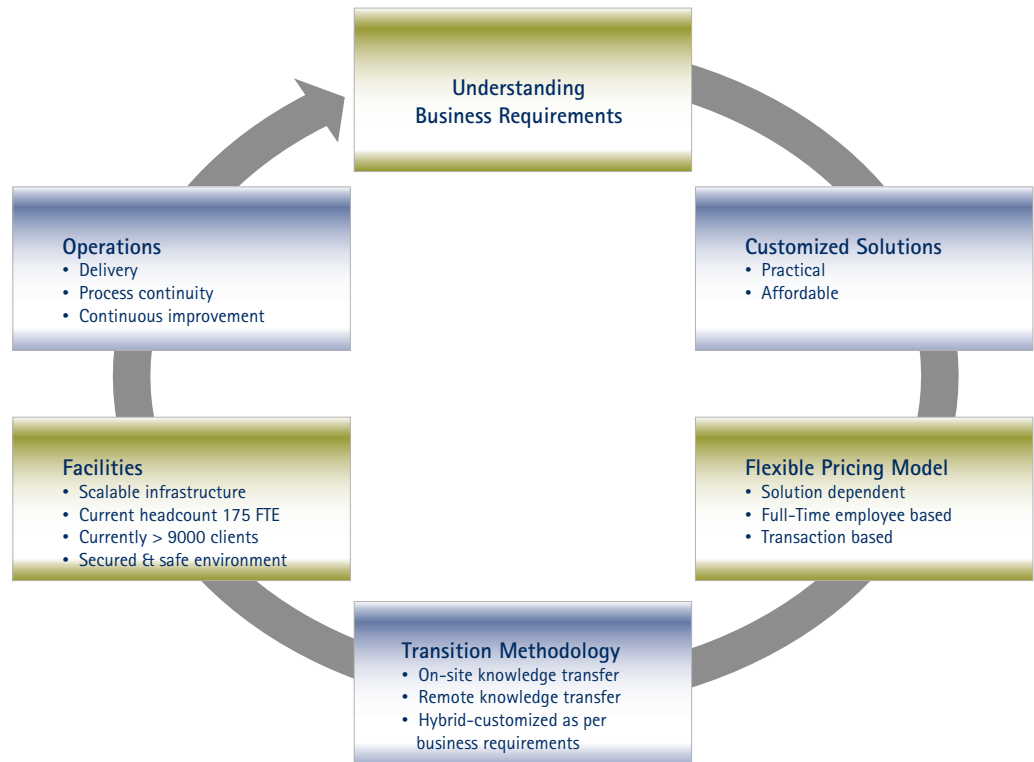
- **Reduced Capital Investment**

The BPO provider has access to specialized up-to-date technical advice and invests in the latest support technology and modern industry practices. Clients therefore do not need to hire their own technical resources or invest in their own support infrastructure.

- **Expertise**

Your non-core operations are the BPO service provider's core business. As an industry expert, they provide staff with in-depth and hands-on experience.

## Amicorp's BPO Proposition



Outsourcing your non-core back-office processes to Amicorp enlists an expert third-party business service provider, allowing you to focus on your core business. Amicorp's specialization and expertise in finance, accounting and IT BPO services will drive technology optimization and enhance productivity while leveraging labour arbitrage.

To increase overall service effectiveness, efficiency, compliance and cost savings throughout your organization, Amicorp's BPO proposition includes supporting your business processes, quality, security and IT infrastructure and consultancy as well as your non-core operational activities.

Together, we will develop a customized client-specific solution that perfectly suits your needs. Combining technology capability and operational skills, we become a partner, working to help you achieve your objectives.



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## Amicorp BPO/KPO Services & Solutions

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Amicorp's BPO Services provide a broad spectrum of business solutions in the field of outsourcing business and knowledge processes (BPO and KPO). The BPO solutions include finance and accounting services and IT services, whereas the KPO solutions focus on trust and company management back-office services, investment portfolio administration services, and compliance services.

### BPO Services

#### Finance and Accounting

- **Transaction Processing**
  - Accounts Payable - including vendor reconciliations
  - Accounts Receivable - including cash applications, billing, and collections
  - Travel & Entertainment (T&E)
  - Cost & Inventory Accounting
- **Administrative**
  - Vendor Master Management
  - Customer Master Management
- **General Ledger Accounting**
  - Journal Entry Processing
  - General Ledger Close
  - Account Reconciliations
  - Inter-company Accounting
  - Fixed Assets Accounting
- **Treasury**
  - Cash Management
  - Treasury Reporting
  - Bank Account Reconciliations
- **External Reporting**
  - Trial Balance
  - Consolidated Financial Reporting
  - Statutory Reporting
- **Management Reporting**
  - Variance Analysis - budget vs. actuals
  - Financial Statements
  - Management Reports

## Information Technology (IT) services

Maintaining high-quality service standards and providing top information security are essential when outsourcing processes to a third party. This is particularly true when outsourcing involves sensitive company information. Amicorp's roots originate in the trust and fiduciary services industry, where maximum information security and confidentiality are vital. Our expertise in information security assures our clients that their data is stored and processes are carried out in highly secure environments, designed especially to mitigate security risks.

Amicorp provides server software hosting and server collocation in its hosting center in Geneva, Switzerland. These services allow clients to store their data and equipment in an ultra-safe and confidential environment, with round-the-clock access. Amicorp manages the hosted systems and ensures that they are securely accessible from anywhere in the world, but only to authorized users.

Amicorp offers a wide range of IT services, including:

- Server hosting and collocation
- Design, installation and configuration services for network, servers, applications
- Remote infrastructure management
  - Server support services
  - Desktop support services
  - LAN / WAN management services
  - Messaging and collaborative services
  - Application support service
- IT service continuity planning
- Website design and management services
- IT software development services.



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## KPO Services

### Trust & Company Management Back-office Services

Amicorp provides a combination of back-office services to support trust providers in their day-to-day operations. These services are rendered at two levels:

Client level (meaning you as a trust and company management service provider). These services are aimed at supporting your day-to-day internal activities:

- Internal administration, including bookkeeping and treasury;
- Management reporting for business/employee performance evaluation, budgeting, etc.;
- Time registration, including the set-up, configuration and training related to a specifically customized ERP package (Maconomy); and
- Billing and collection services for all services rendered to your client entities, including the preparation and sending of invoices and reminders, and collection activities.

Customer level (meaning the clients you service). These services are aimed at supporting your day-to-day commercial activities:

- Compliance services, including initial screening of new clients and annual compliance reviews to confirm each entity's good standing;
- Accounting and tax services specifically for trusts and underlying entities. These services can be rendered in white label format; and
- Legal support services, including the preparation of draft legal documents and government filing forms. In jurisdictions where we have our own representative office, we can also assist in the actual filing of the government forms.

To facilitate the delivery of these services by our BPO Team, we offer licensing, set up, and training for supporting systems for client relationship management, time registration, billing and bookkeeping. The result is an important cost reduction due to higher efficiency and less time spent in these non-core processes.

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## Investment Portfolio Administration Services

Investment management institutions are under increasing pressure to provide more value-added services to their clients. In today's market, the increasing complexity and diversification of investments add an extra burden to the current workload of these professionals.

Time spent performing administrative and back-office tasks added to an already full schedule hampers or altogether prevents efforts to create new solutions for increasing client portfolios.

Amicorp's Investment Portfolio Administration provides consolidation of investment statements to investment managers, private bankers and high net worth individuals. Investors obtain clear reports on the total value of their portfolios. The reports contain valuable information on the distribution of the portfolio across different banks, investment institutions, markets, currencies, and investment vehicles.

The service includes data input, statement reconciliation, update of positions through a live independent pricing feed, maintenance of all transactions and positions in an information system and reporting "a la carte".



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The reports can be generated according to the client's requirements or preferences. The main reporting options include performance reports showing:

- Historical performance graphs.
- Graphs showing change in portfolio value over time.
- Performance per industry sector.
- Performance per bank.
- Performance per investment type.

### Compliance Services

To prevent identity theft fraud, money laundering and terrorist financing, Know Your Customer (KYC) polices are becoming increasingly important globally. In today's business environment there is no room for error. It is critical for companies to maintain ethical standards and meet requirements outlined by regulatory institutions.

The Amicorp Compliance Portal offers an integrated solution that enables firms to be compliant with KYC regulations and to manage the associated non-compliance risks. Our solution provides background checks on both individuals and legal entities as well as document management system.

Our service lightens our clients' compliance burden. At the same time, we improve their level of risk management by offering a risk-based tiered approach that is configurable for small, medium and large business in various industries.

Amicorp's Compliance Portal clients benefit immediately from:

- A complete and efficient identity verification system.
- Self-sustaining electronic document management.
- A comprehensive risk management system.
- An experienced compliance department.

The Amicorp legal and compliance team provide high-quality legal support services through an integrated client cooperative approach, resulting in customized and highly focused compliance and legal support services.

## Why Amicorp?

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### Continuous Process Improvements and Consistency

Amicorp's teams of qualified professionals continuously pursue methods to streamline each business process to make it more efficient, strengthen internal controls and enhance the benefits of Amicorp's BPO Service, thereby helping clients save money.

Amicorp is committed to continuously improving its business processes and creating the highest level of consistency in our service delivery:

- We manage and execute the targeted functions according to the agreed service and business determinants.
- We continuously improve on operational efficiencies and service quality.
- We maintain an open approach to adding value to the relationship with our clients, using an innovative gain sharing approach.
- Amicorp provides flexible business solutions and contract constructs based on a win-win for all parties.

### Effectively Protecting Your Information

Our extensive experience as an international financial services provider and our resulting commitment to client data confidentiality make us your partner of choice for outsourcing. All Amicorp's client data are kept in our highly secure hosting center in Geneva, Switzerland, a jurisdiction that has been selected specifically for its internationally renowned, highly developed standards of data confidentiality and protection. A multi-layer security architecture consistently protects the information from unauthorized access at all times.

In our standard BPO services provision set-up, all data input/output is accessed and communicated through a secure network connection between Amicorp and the client. Our IT department can cater for the technical set-up that suits your requirements best and provides the desired level of comfort. For clients who require additional data security, Amicorp offers a client-end data encoding solution that allows clients to encode sensitive information in their documents before submitting them to Amicorp BPO staff for processing.

### Infrastructure and Technology Platforms

Amicorp deploys a state-of-the-art IT infrastructure and cutting edge technology platforms. We provide our clients with a ready-to-use shared services center that can be charged on a per-seat or per-transaction basis, resulting in savings in costly capital investments, facilities, technology and infrastructures.

### Access to the Latest Technology

Our technology division includes IT experts who are up to date on the latest market technologies. We make it our business to keep abreast of the latest technological developments to help our clients and to allow us to better manage customer interactions. Amicorp has developed selected partnerships with top IT solutions and leading software companies.



## Amicorp's BPO Team

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The Amicorp BPO team lets you focus your resources and add to your competitive edge. Amicorp has created a unique combination of experts in the financial, IT and BPO industries.

Recognizing the importance of people to our business, Amicorp focuses on constantly enriching the value of our team. From the corporate office to the back-office processing facility in Bangalore, Amicorp hires and develops only highly qualified experienced staff. Our competent professionals in India and around the world are specifically trained and certified to work in the industries they serve.

Amicorp's team responds quickly and professionally to solve the challenges facing our clients. The BPO Marketing team has extensive experience in providing outsourcing and shared services. Consisting of professionals who have developed and honed their skills as buyers and advisors in the outsourcing industry, the team combines its years of business experience with a rigorous analytical approach, clear communication and, above all, a keen focus on client services



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## About Amicorp

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### The Amicorp Group: A Commitment to Excellence

The Amicorp Group (Amicorp) specializes in providing corporate and trust management services, private wealth and estate planning, real estate property management, and corporate, asset and project finance structuring. We deliver responsive administrative, legal, fiduciary and corporate structuring services to a broad range of corporate and individual clients.

Clients with international operations and investments benefit from the support of Amicorp's proactive and result-driven professionals. Working as a global team in 22 countries, our 500 financial services specialists contribute to Amicorp's broad range of expertise and experience. These professionals include attorneys, Certified Public Accountants and bankers, many of whom are members of national and international fiscal and legal bar associations. They design and implement creative and innovative strategic corporate solutions to meet the challenges of today's complex international business environment. Amicorp works exclusively in stable political and legal environments to ensure the practical results and security that our clients require and expect.

Amicorp is wholly independent and privately owned. This eliminates the risk of any conflicts of interest arising from the cross-selling of audit, investment, legal and tax advisory services. As a fully integrated company rather than a partnership, Amicorp provides its clients with strong central direction and integrated, unbiased teamwork within its worldwide network of offices located in:

Argentina, Barbados, Brazil, the British Virgin Islands, Chile, China, Cyprus, Curaçao, Hong Kong, India, Lithuania, Luxembourg, Malta, Mexico, New Zealand, Singapore, South Africa, Spain, Switzerland, the Netherlands, the United Kingdom and the United States of America.

### The India Advantage

With an abundant, highly educated workforce, India is ideally suited to provide skilled and efficient outsourced administrative services. Two and a half million graduates emerge annually from its British system-based universities, yielding a dedicated, economical, professional labour force, the majority of which speak English and a variety of other common business languages.

India's location in central Asia gives it an excellent time zone advantage for providing BPO services. Administrative information can be delivered at the end of the client's day and be delivered, completely processed in proper reporting format, the following morning, via FAX, e-mail or web applications.

IT development and maintenance services have been outsourced to India for many years, with great success. Many people do not realize that when they call travel agencies, weather stations, train schedules, product service call centres, homework tutoring services and so on, they may be speaking to staff based in India. Historically, outsourcing administrative services has been a proven concept. Thanks

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to increased global competition and advancements in communication and "real time" IT systems, the industry has expanded rapidly.

India has embraced the IT and BPO outsourcing business with a passion. This creates a welcoming environment for companies seeking to set up captive service centers or to find offshore suppliers.

Many companies already outsource a wide variety of business processes to India, with positive results. The outsourced activities include contact centres, data entry, accounting, credit card processing, collections and data-processing services.

Due to its vast amount of outsourcing experience, extensive English-speaking and multilingual university-educated workforce, government support and inherent overall cost advantages, India is one of the locations of choice for business process outsourcing, especially for high value-added services.

Bangalore is India's major economic center and accounts for 35% of India's software exports. After the liberalization of India's economy, the establishment and success of business software and BPO service firms in Bangalore led to the growth of India's information technology in this geographical area.

Because of the large number of information technology companies located there, Bangalore is referred to as the Silicon Valley of India. Many multinational corporations, especially computer hardware and software giants, have established operations in Bangalore.

Home to prestigious colleges and research institutions, the city has the second highest literacy rate among the metropolitan cities in the nation.

## Bangalore Facts

Population 7,200,000 (2009)

Area 2,190 km<sup>2</sup>

Density 8,367/km<sup>2</sup>

Net Income US\$ 100 billion

Per capita income US\$ 3,400

Universities 9

Colleges 458

Primary Schools 5,466

High Schools 1,766

Pre-university schools 209

Literacy rate 83.74%



## South Africa: A New Location in the BPO Scene

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As companies worldwide respond to increasing cost and efficiency pressures, South Africa is fast becoming an attractive international location for business process outsourcing, predominantly in call centres and back-office processing functions. South Africa offers a cost-saving over Tier 1 destinations but more importantly presents a higher quality offering than many of the price-competitive Tier 3 destinations. More and more companies in the UK and Western Europe are exploring opportunities for outsourcing their call centre operations and back-office functions to South Africa.

For international firms, South Africa slots in between near-shore locations such as Canada, Mexico or Eastern Europe, which offer close proximity as well as cultural affinity to domestic markets, and the more traditional outsourcing locations, such as India and the Philippines, which offer cheap labour.

South Africa has many factors working in its favour, including:

- World-class service levels of call centre and back-office staff
- A broad base of management and service provider expertise, coupled with extensive financial services expertise, particularly in banking, securities, auditing and compliance, tax, asset management, insurance, mortgage and loan processing and collection
- Time-zone compatibility with Europe
- High rates of fluency in English, coupled with neutral English accents that are easily understood in Western markets
- A favourable exchange rate
- Strong government support that focuses on investment grants and training subsidies
- An advanced and growing telecommunications industry

Gauteng province, where Pretoria and Johannesburg are located, is the economic hub of South Africa and the entire southern African region, and has the most attractive investment climate on the African continent. The province is the gateway to doing business in the rest of continent. Although the smallest of South Africa's nine provinces, Gauteng accounts for 33% of the national gross domestic product (GDP), 65% of its fiscal revenue, and a remarkable 10% of the GDP of the entire African continent.

It is clear that Gauteng is South Africa's leader in providing world-class customer care call centres and specialized financial and accounting services, across front- and back-office functions. This is underpinned by a highly developed telecom and IT infrastructure, the largest pool of English speakers and the highest literacy and skills levels in the country.

Gauteng is the location for long-term scalable, sustainable operations surrounded by the country's leading multi-national companies, whilst also providing added benefits such as a long-term growth platform into Africa.

## Contact Us

**Hanno de Vriend**  
BPO Director  
h.devriend@amicorp.com



**Fernando Cancino**  
BPO Sales Executive  
f.cancino@amicorp.com



**Anand Ramakrishnan**  
Head BPO Operations – Bangalore  
a.ramakrishnan@amicorp.com



**Ilona Brandt**  
Head BPO Operations – Pretoria  
i.brandt@amicorp.com



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## Amicorp offices

### EUROPE

**Amicorp Baltic UAB**  
A.Tumeno str. 4, 10th floor  
Western Entrance  
LT-01109 Vilnius  
Lithuania  
Tel.: +370 5248 7534  
Fax: +370 5248 7535  
Email: vilnius@amicorp.com

**Amicorp (Cyprus) Ltd.**  
1 Avlonos street  
Maria House  
Nicosia 1075  
Cyprus  
Tel.: +357 22 504 000  
Fax: +357 22 504 100  
E-mail: cyprus@amicorp.com  
Post address  
PO Box 23293  
Nicosia 1680  
Cyprus

**Amicorp de España, S.L.**  
Paseo de Gracia 21, 4º 1ª  
Barcelona 08007  
Spain  
Tel.: +34 93 241 7563  
Fax: +34 93 241 7564  
E-mail: barcelona@amicorp.com

**Amicorp Luxembourg SA**  
47, Boulevard Royal  
L-2449 Luxembourg  
Grand Duchy of Luxembourg  
Tel.: +352 26 27 43  
Fax: +352 26 27 43 50  
E-mail: luxembourg@amicorp.com

**Amicorp Malta Limited**  
Level 1, Blue Harbour Business Centre  
Ta' Xbiex Yacht Marina  
Ta' Xbiex XBX 1027  
Malta  
Tel.: +356 22 58 47 00  
Fax: +356 22 58 47 01  
Email: malta@amicorp.com

**Amicorp Netherlands B.V.**  
WTC Amsterdam, Tower C-11  
Strawinskylaan 1143  
1077 XX Amsterdam  
The Netherlands  
Tel.: +31 20 578 8388  
Fax: +31 20 578 8389  
E-mail: netherlands@amicorp.com

**Amicorp Switzerland A.G.**  
Zug Representative Office  
Baarerstrasse 75  
6300 Zug  
Switzerland  
Tel.: +41 41 712 1355  
Fax: +41 41 712 1356  
Email: switzerland@amicorp.com

**Amicorp Switzerland A.G.**  
Zollikerstrasse 164  
CH-8008 Zurich  
Switzerland  
Tel.: +41 44 252 0880  
Fax: +41 44 252 0881  
Email: switzerland@amicorp.com

**Amicorp (UK) Limited**  
3rd Floor  
5 Lloyds Avenue  
London  
EC3N 3AE  
Tel.: +44 207 977 1250  
Fax: +44 207 977 1251  
E-mail: london@amicorp.com

### THE AMERICAS

**Amicorp Americas LLC, Agencia en Chile,**  
(Representative Office)  
Augusto Leguía Norte 100, Of. 712  
Las Condes  
Santiago, Chile  
Tel.: +56 2 570 5650  
Fax: +56 2 435 0624  
E-mail: santiago@amicorp.com

**Amicorp Argentina S.A.**  
Torre Chacofi  
25 de Mayo 555, Piso 22 C1002ABK  
Buenos Aires  
Argentina  
Tel.: +54 (11) 4311 2090  
Fax: +54 (11) 4314 4978  
Email: argentina@amicorp.com

**Amicorp Barbados Ltd.**  
Carleton Court, 2nd Floor  
High Street, Bridgetown  
Barbados  
BB11128  
Tel.: +1 (246) 228 5363  
Fax: +1 (246) 228 5981  
E-mail: barbados@amicorp.com

**Amicorp do Brasil Ltda.**  
Rio de Janeiro Representative Office  
Rua Lauro Müller 116  
31 Andar, sala 3104  
Edifício Torre do Rio Sul  
22290-160, Botafogo  
Rio de Janeiro - RJ  
Tel.: +55 21 2295 7525  
Fax: +55 21 2295 7948  
E-mail: riodejaneiro@amicorp.com

**Amicorp do Brasil Ltda.**  
Rua Helena 260  
14 Andar-conj. 141, Villa Olimpia  
04552-050 São Paulo - SP  
Brazil  
Tel.: +55 11 3049 3454  
Fax: +55 11 3049 3455  
E-mail: saopaulo@amicorp.com

**Amicorp BVI Limited**  
2nd Floor Marcy Building  
Purcell Estate  
P.O. Box 2416, Road Town  
Tortola  
British Virgin Islands  
Tel.: +1 284 494 2565  
Fax: +1 284 494 2552  
E-mail: bvi@amicorp.com

**Amicorp Curaçao B.V.**  
Pareeraweg 45  
P.O. Box 4914  
Curaçao  
Tel.: +599-9 434 3500  
Fax: +599-9 434 3533  
E-mail: curacao@amicorp.com

**Amicorp Mexico**  
Mexico Representative Office  
Edificio Torre Esmeralda III  
Blvd. Manuel Ávila Camacho  
No. 32, Piso 4  
Col. Lomas de Chapultepec  
11000 México, D.F.  
Tel.: +52 55 5202 5999  
Fax: +52 55 5202 1004  
E-mail: mexico@amicorp.com

**Amicorp Services Ltd.**  
Miami Representative Office  
Brickell Bay Office Tower  
1001 Brickell Bay Drive  
Suite 2310  
Miami, Florida 33131  
U.S.A.  
Tel.: +1 305 416 4730  
Fax: +1 305 416 4738  
E-mail: miami@amicorp.com

**Amicorp Services Ltd.**  
New York Representative Office  
641 Lexington Avenue  
Suite 1504  
New York, NY 10022  
U.S.A.  
Tel.: +1 212 752 3267  
Fax: +1 212 634 6305  
E-mail: newyork@amicorp.com

**Amicorp Services Ltd.**  
San Diego Representative Office  
One America Plaza,  
600 West Broadway Suite 950,  
San Diego, CA 92101  
U.S.A.  
Tel.: +1 (619) 236 00 26  
Fax: +1 (619) 236 01 27  
Email: sandiego@amicorp.com

### ASIA/PACIFIC

**Amicorp Advisory Services Pvt. Ltd.**  
52, Maker Chambers VI  
5th Floor, Nariman Point  
Mumbai 400 021  
India  
Tel.: +91 22 2204 9891  
Fax: +91 22 2204 9893  
E-mail: mumbai@amicorp.com

**Amicorp Advisory Services Pvt. Ltd.**  
#1501 - 1502  
Ambadeep building  
15th Floor, 14 KG Marg  
New Delhi 110 001  
India  
E-mail: delhi@amicorp.com

**Amicorp (Shanghai) Consultants Ltd.**  
3108 United Plaza  
1468 Nanjing Road West  
Jing'an District  
Shanghai 200040  
P.R. China  
Tel.: +86 21 6289 6665  
Fax: +86 21 6289 6697  
E-mail: shanghai@amicorp.com

**Shenzhen Branch**  
Level 15, Tower 2, Kerry Plaza, No.1  
Zhong Xin Si Road, Futian CBD  
Shenzhen 518048, P.R.China

**Amicorp Hong Kong Limited**  
Suites 1306-07  
13th Floor, ING Tower  
308 Des Voeux Road Central  
Hong Kong  
Tel.: +852 3105 9882  
Fax: +852 3105 9883  
E-mail: hongkong@amicorp.com

**Amicorp Management India Private Ltd.**  
1st Floor, RMZ Titanium  
135, Old Airport Road  
Bangalore 560017  
India  
Tel.: +91 80 4005 4900  
Fax: +91 80 4005 4906  
E-mail: bangalore@amicorp.com

**Amicorp New Zealand Ltd.**  
West Side, Level 3  
The Ferry Building, 99 Quay Street  
Auckland 1010, New Zealand  
Tel.: +64 9 304 2640  
Fax: +64 9 368 5452  
E-mail: newzealand@amicorp.com  
Post address:  
PO Box 1924  
Auckland 1140  
New Zealand

**Amicorp Singapore Pte. Ltd.**  
30 Cecil Street  
#19-01, Prudential Tower  
Singapore 049712  
Tel.: +65 6532 2902  
Fax: +65 6534 1244  
E-mail: singapore@amicorp.com

### AFRICA

**Amicorp South Africa (Pty) Ltd.**  
The Boardwalk Lakeside  
Block 4, 107 Haymeadow Crescent  
Faerie Glen, Pretoria  
South Africa  
Email: pretoria@amicorp.com