CDS GLOBAL BY THE NUMBERS



CONNECT YOU WITH YOUR CUSTOMERS

CUSTOMERS MANAGED

WE REACH 1 IN 2 PEOPLE IN THE U.S.

#CustomerCareInteractions 73.70 M

Online Care 52.50 M Email

4.20 M

110,000 Chat

Live Agent 8.85 M 8.04 _M

Calls

CUSTOMER CARE

AGENTS WORLDWIDE

7 YEARS **AVERAGE TENURE**

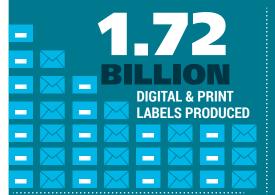
ENHANCE ENGAGEMENTS & TARGET YOUR MESSAGES WITH

72 BILLION CUSTOMER DATA POINTS

30 BILLION TRANSACTIONAL ATTRIBUTES

42 BILLION DEMOGRAPHIC ATTRIBUTES

SUPPORT A SEAMLESS CUSTOMER LIFECYCLE



IN REAL TIME ANNUALLY

SIMPLIFY YOUR BUSINESS

ANNUAL PAYMENTS PROCESSED

PROCESSED FOR CLIENTS ANNUALLY

HELPING EXPEDITE CUSTOMERS' SHIFT FROM PAPER TO PLASTIC

FOR OUR CLIENTS

CONSUMER-TARGETED PROMOTIONS

128,000 ONLINE MARKETING PAGES MANAGED



3.0 STANDARD COMPLIANT

YEARS OF PAYMENT **EXECUTIVE TEAM**

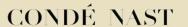
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Bloomberg Businessweek







Guideposts.









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BONNIERCorporation









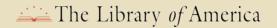












































OWNED BY
HEARST CORPORATION

INVESTING IN THE FUTURE

HISTORY OF GIVING
HEARS Toundations

19,000 t GRANTS \$925 t MILLION

\$ 30 + MILLION INVESTED IN TECHNOLOGY

