

Warsaw, August 2004

**To whom it may concern,**

Dear Sir,

For the reasons of the ongoing tender for Call Centre services, Call Center Poland has requested us to issue a letter of recommendation.

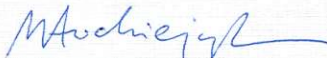
Call Center Poland has been working with us since the establishment of our Volvo helpline in year 2000. Since that time our cooperation has grown considerably from just helpline service to several ongoing CRM and marketing projects. Today, Call Center Poland is an important link in our customer relations. Also, CCP performs ongoing marketing research and benchmarking services for us.

Our cooperation has always been an example of professionalism, dedication and effectiveness; the employees of CCP have always been efficient and enthusiastic.

We would like to recommend CCP to you. We are sure, that cooperation with your company to outsource Call Centre services will be as satisfying as our cooperation to date.

If you have any questions, please contact me at any time,

Regards,



Małgorzata Awdziejczyk  
Customer Relationship Manager

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