

Firstsource reports Second Quarter Fiscal 2013 revenues of ₹ 7,176 million

Up Q-o-Q by 6.3%, Y-o-Y growth of 34.6%

Operating EBIT of ₹ 452 million

Up Q-o-Q by 35.0%, up Y-o-Y by 90.6%

PAT (profit after tax) of ₹ 359 million

Up Q-o-Q by 24.0%, up Y-o-Y by 67.5%

Mumbai, October 26, 2012: Firstsource Solutions Limited (NSE:FSL, BSE:532809), one among India's leading Business Process Outsourcing (BPO) companies reported its consolidated financial results for the quarter ended September, 2012 according to Indian GAAP.

Highlights for the Quarter ended September 30, 2012:

- Revenues of ₹ 7,176 million, up 6.3% Q-o-Q compared to ₹ 6,752 million for the quarter ended June 2012 and up 34.6% Y-o-Y compared to ₹ 5,330 million for the quarter ended September 2011.
- Operating EBIT (earnings before interest and tax) of ₹ 452 million, up 35.0% Q-o-Q compared to ₹ 334 million for the quarter ended June 2012 and up 90.6% Y-o-Y compared to ₹ 237 million for the quarter ended September 2011.
- PAT (profit after tax) of ₹ 359 million, up 24.0% Q-o-Q compared to ₹ 290 million for the quarter ended June 2012 and up 67.5% Y-o-Y compared to ₹ 215 million for the quarter ended September 2011.
- Cash position is at ₹ 7,778 million.
- Employee strength at 32,365 as of September 30, 2012 reduction of 188 employees in the quarter.
- Q2 annualized attrition (post 180 days) :
 - Offshore (India and Philippines) – Down to 55.9% compared to 63.9% in Q1 FY2013
 - Onshore (US and Europe) – Up to 45.2% compared to 38.9% in Q1 FY2013
 - Domestic (India and Sri Lanka) – Down to 89.7% compared to 97.0% in Q1 FY2013
- As of September 30, 2012, Firstsource derived 45% revenues from the US, 35% from UK and 20% from Rest of World, including India.
- As of September 30, 2012, Firstsource derived 44% revenues from Telecom & Media, 31% from Healthcare, 24% from BFSI and 1% from others.

Key Company Highlights during the quarter:

- **New Investor** - RP-Sanjiv Goenka Group has agreed to invest 34.5% stake in Firstsource Solutions Ltd, thereby making them the single largest shareholder. This strategic investment helps RP-Sanjiv Goenka Group diversify into the BPO space and gives Firstsource a strong platform for accelerating growth.
- **Certification** - Firstsource Dialog Solutions (FDS) completed the COPC-2000® CSP Standard for Release 4.4. Certification (the international quality benchmark for BPO operations) COPC INC, making it the first company in Sri Lanka to have done so.
- **Awards & Accolades**
 - Firstsource ranked #5 in NASSCOM's annual rankings of the Top 20 BPO exporters in India, for 2011-12. The Company has moved up one position from 6th to 5th compared to last year rankings.
 - Ranked # 22 by The International Association of Outsourcing Professionals (IAOP) in the 2012 Global Outsourcing 100® rankings. With this year ranking, we have moved up 14 positions from the 2011 ranking of # 36 published last year.
 - Retained its ranking at # 13 in NASSCOM's latest annual rankings of the Top 20 IT-BPO employers in India, for the financial year 2011-12.
 - Featured among the top BPO companies in India by Global Services' 7th Annual GS100 study conducted in association with NeoGroup. The study represents companies that demonstrate excellence in delivering global IT services while using matured models of service delivery. Featured in various sub categories in the 2012 listings:
 - Global BPO Challengers
 - Global Customer Management Leaders.

Financial Highlights for half-year ended September 2012:

- Revenues at ₹ 13,928 million for the half year ended September 2012, a growth of 31.9% over corresponding period of the previous year.
- Operating EBIT of ₹ 786 million for the half year ended September 2012 up 76.2% over corresponding period of the previous year.
- Profit after tax ₹ 649 million for the half year ended September 2012 up 102.2% over corresponding period of the previous year.

Commenting on the performance **Rajesh Subramaniam, Managing Director & Chief Executive Officer**, said, *“Our second quarter results reflect strong operational performance as we continue to stay focused on profitable growth. We are excited to have the RP-Sanjiv Goenka Group as our largest shareholder, given their lineage and solid foundation in creating long lasting businesses. The RP-Sanjiv Goenka Group’s investment in Firstsource will enable us to accelerate further growth in our businesses. This is an important step in bolstering various stakeholders’ confidence in the company.”*

About Firstsource:

Firstsource (NSE: FSL, BSE: 532809, Reuters: FISO.BO, Bloomberg: FSOL@IN) is a leading global provider of customized Business Process Outsourcing (BPO) services to the Healthcare, Telecom & Media and Banking & Financial Services industries. Its clients include Fortune 500, FTSE 100 & Nifty 50 companies. Firstsource has a “rightshore” delivery model with operations in India, Ireland, Philippines, Sri Lanka, UK and U.S. (www.firstsource.com).

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