

€3.0 million equity investment by the European Bank for Reconstruction and Development in Bulgarian outsourcing Company

Sofia, 10th of October 2011. With an investment to the amount of €3.0 million the European Bank for Reconstruction and Development (EBRD) acquired a minority stake in Bulgarian outsourcing Company CallPoint New Europe.

The capital will be utilised for expanding the operational capacities of the Company and increasing its competitiveness in the BPO field in Eastern Europe via investments in technology, human resource and sustainable development of the business. Although being young (recently CallPoint celebrated its 7th anniversary since the opening of the first site in Sofia), the Company target is to reach a scale of 2 000 seats and 4 000 employees (FTE's) across the region by 2013. In line with the strategy for sustainable business development, the implementation of ISO 14001:2004 certification has been scheduled.

The investment is part of EBRD's program supporting innovative and knowledge based projects in Eastern Europe.

Since the beginning of its operations in Bulgaria, the EBRD has committed over €2.4 billion in 194 projects in various sectors of the economy. This is the first investment of the institution in the BPO sector.

"We are very impressed with recent growth in Bulgaria of companies offering quality technology solutions for the Bulgarian and external markets. Companies like CallPoint New Europe are creating jobs for Bulgaria's young, intelligent labour force. Our investment in CallPoint New Europe will allow this company to continue its recent growth and can serve as a model for investments in other technologically driven companies," said Daniel Berg, EBRD Director, Bulgaria.

CallPoint New Europe was founded in 2004 and specializes in four main verticals: Travel & Leisure, Retail & E-commerce, Financial Services, High-Tech and Media (Telecoms, Software and Entertainment). In 2008 Global Finance already invested €1 million in the Company through its Growth Fund. In 2010 CallPoint New Europe marked 64% growth in turnover (BGN 15 million) and appointed 200 new employees versus previous year. Currently the contact

Bulgaria, Sofia
Hermes Business Park
115 K, Tsarigradsko Chaussee Blvd.
Building B, floor 2

Bulgaria, Plovdiv
Capital City Center
18, Ekzarh Iosif Blvd.

Romania, Bucharest
Global City Business Park
10, Bucharest-North Road
O23 Building, 6th floor

centre has 900 employees in 3 delivery sites: Sofia (550), Plovdiv (50) and Bucharest (300). CallPoint is one of the biggest independent outsourcing companies in Eastern Europe. 95% of the companies, using the services of the Company are based in Western Europe. They are serviced in more than 20 languages.

CallPoint is ISO 9001:2008 (Quality Management System) and ISO 27001:2005 (Information Security Management System) certified; as well as a PCI DSS Compliant Service Provider.

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