

Letter to joint KCS and Mark Information UK Ltd. customers

Dear,

Important information on changes to your KCS Time and Attendance support, ordering and invoice procedures from the beginning of April 2007

As part of our ongoing review process of customer satisfaction and service levels, we have identified some key procedural changes that hopefully will help us provide a better service to you.

KCS has been providing the k-TIME solution developed by the Danish company Mark Information A/S for over 8 years. This has been integrated with our core offerings and is installed in over 50 organisations within the UK alone.

To simplify and improve your support for this product in the future, we have agreed with the Mark Information Central Hotline in Copenhagen that you will be able to contact them directly, just like a number of our customers already do today. We believe that this new procedure will help to improve both customer helpdesk service levels and ongoing problem resolution.

To improve administrative processes and to reduce invoicing errors, Mark Information UK Ltd. will invoice you directly for the k-TIME maintenance and any additional k-TIME software and services you require in the future. This effectively cuts out the delay of you sending us your order and us sending it on to Mark Information UK Ltd. The new contact information is attached to this letter.

Be assured that KCS will continue to be the prime contact for any escalation requirements for the future if required.

To confirm the acceptance of the above, could you please sign the enclosed addendum, fill in the customer contact information sheet and return the two documents to the address specified in the addendum?

We would also like you to forward the attached contact information to the relevant people within your organisation, so they know who to contact in the future.

If you have any queries regarding these changes please do not hesitate to contact the KCS account management team at clientsales@kcsplc.com to discuss.

Yours sincerely,

Alan Snell
Group CEO