



## WNS Renews Contract with Centrica

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WNS will continue to support customer service and finance operations for British Gas and Direct Energy

NEW YORK--(BUSINESS WIRE)--Dec. 22, 2008--WNS (Holdings) Limited (NYSE: WNS) a leading provider of global business process outsourcing (BPO) services, today announced a three year contract renewal with Centrica, extending an outsourcing relationship that began in 2005, with the potential to extend another two years in annual increments upon completion of the initial renewal term. Under the contract, WNS will continue to provide offshore customer service and billing support for Centrica's subsidiaries - British Gas in the UK and Direct Energy in the United States and Canada. In addition, WNS will continue to provide finance and accounting services and support to Centrica for both their UK and US businesses. Under the terms of the renewal, the companies together will also implement a transformational three year plan to further streamline Centrica's operations.

Centrica first partnered with WNS in 2005 when British Gas began rolling out a new customer billing system to provide customer assistance to support its businesses in the UK. In 2006, Centrica extended its scope of services to include UK finance and accounting, which received an "honorable mention" in the 2008 FAO Research Awards of Distinction. Subsequently, the company expanded WNS' scope to include finance and accounting and contact center services for Direct Energy in North America.

"WNS provides us a blend of functional expertise and process capabilities which spans across our diverse portfolio. Our partnership with WNS has become an integral part of our operations and we look forward to maintaining this stability and competitive advantage in a volatile energy market," said Phil Bentley, Managing Director - British Gas.

"We have seen measurable benefits from the start of our relationship with WNS, including lower cost of operations and increased process efficiencies while maintaining the quality of services we provide our customers," said Matthew Bateman, Managing Director of Pay As You Go Energy - Centrica's prepaid customer division. "The three year improvement roadmap that we have developed together will be central to obtaining additional operational efficiencies."

"We are very pleased to be continuing our partnership with Centrica. Over the past three years, our teams have become an extension of Centrica's operations," said Neeraj Bhargava, CEO of WNS Global Services. "This contract renewal underscores our alignment to their business goals and reaffirms WNS' commitment to scale our services to meet Centrica's operational, functional and analytical needs."

### About WNS

WNS is a leading global business process outsourcing company. Deep industry and business process knowledge, a partnership approach, comprehensive service offering and a proven track record enable WNS to deliver business value to some of the leading companies in the world. WNS is passionate about building a market-leading company valued by our clients, employees, business partners, investors and communities. For more information, visit [www.wnsgs.com](http://www.wnsgs.com).

### About Centrica

Centrica is a top 30 FTSE100 company with growing energy businesses in the UK, North America and Western Europe. Centrica secures and supplies gas and electricity for millions of homes and businesses and offer a distinctive range of home energy solutions and low carbon products and services.

### Safe Harbor Statement under the provisions of the United States Private Securities Litigation Reform Act of 1995

This news release contains forward-looking statements, as defined in the safe harbor provisions of the U.S. Private Securities Litigation Reform Act of 1995. These statements involve a number of risks, uncertainties and other factors that could cause actual results to differ materially from those that may be projected by these forward looking statements. These risks and uncertainties include but are not limited to technological innovation; telecommunications or technology disruptions; future regulatory actions and conditions in our operating areas; our dependence on a limited number of clients in a limited number of industries; our ability to attract and retain clients; our ability to expand our business or effectively manage growth; our ability to hire and retain enough sufficiently trained employees to support our operations; negative public reaction in the US or the UK to offshore outsourcing; regulatory, legislative and judicial developments; increasing competition in the business process outsourcing industry; political or economic instability in India, Sri Lanka and Jersey; worldwide economic and business conditions, including a slowdown in the U.S. and Indian economies and in the sectors in which our clients are based and a slowdown in the BPO and IT sectors world-wide; our ability to successfully consummate strategic acquisitions, as well as other risks detailed in our reports filed with the U.S. Securities and Exchange Commission. These filings are available at [www.sec.gov](http://www.sec.gov). We may, from time to time, make additional written and oral forward-looking statements, including statements contained in our filings with the Securities and Exchange Commission and our reports to shareholders. You are cautioned not to place undue reliance on these forward-looking statements, which reflect management's current analysis of future events. We undertake no obligation to publicly update or revise any forward-looking statements, whether as a result of new information, future events or otherwise.

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