

FOR IMMEDIATE RELEASE

WNS Global Services names Neeraj Bhargava as Group CEO

Other key management appointments include Jay Ackerman – President & CEO, North America and Bernard Donoghue – Sales & Marketing Director, UK

New York/Bombay – December 15th, 2003 - WNS Global Services (WNS), a leading global Business Process Outsourcing provider, today announced several key executive appointments: Former President and CFO, Neeraj Bhargava has been named Group CEO. Jay Ackerman joins as President and CEO of WNS North America and Bernard Donoghue joins as Director of Sales and Marketing for the UK operations.

Mr. Bhargava will be assuming the role of Group CEO from current Executive Chairman and Group CEO, David Tibble, who will continue as full time Group Chairman. David Tibble, the former BPO business head and CFO at Hays Plc. (LSE- HAS) had served as Executive Chairman and Group CEO since the spin off of WNS from British Airways in May 2002.

Mr. Bhargava, along with Mr. Tibble had been an entrepreneur-in-residence at Warburg Pincus, the global private equity firm and lead investor in WNS. At WNS Mr. Bhargava has held positions of President and CEO of WNS North American and Group CFO. Prior to that, he was the Managing Partner of eVentures India, an India-based venture fund developing businesses in offshore services. Mr. Bhargava also served as a Partner at McKinsey & Company where he worked in the New York, London and Mumbai offices.

Jay Ackerman, will assume Mr. Bhargava's previous role as President and CEO of WNS North America and be responsible for leading and growing WNS' North American business. Previously Mr. Ackerman served as Vice President and Portfolio Executive at Exult Inc. (NASDAQ- EXLT), a leading provider of integrated HR business process outsourcing services to Global 500 companies.

Bernard Donoghue, joins WNS from Hays Plc. (LSE- HAS) where he had served as Managing Director of Hays Customer Solutions and later as Managing Director of Hays Group BPO business.

Mr. Tibble, commenting on the announcement, said, "The management changes are a part of the continuous and planned development of the business. WNS has tripled in size, growing from 1,200



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employees in May 2002 to over 3,500 and has established market-leading position in Airline, Travel & Transportation, Insurance, Healthcare and Financial Services sectors. Neeraj has played a pivotal role in this growth and will be an excellent leader as we establish ourselves as the global outsourcer of choice. With the addition of high caliber people like Jay and Bernard, our team is well positioned to achieve our growth targets and aspirations.”

About WNS Global Services (www.wnsgs.com)

WNS Global Services is a leading Business Process Outsourcing (BPO) company. WNS offerings include a wide variety of customer service and data management functions in addition to industry specific back office transaction processing services. WNS infrastructure can support over 7,500 employees at its delivery centers in Mumbai, Pune and Nashik (India) and Ipswich (UK). WNS client service and transition offices are located in New York (USA) and London (UK). Backed by its world-class infrastructure and best-of breed-technology, the ISO-9001 compliant WNS has a track record of delivering exceptional bottom line impact to its clients.

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