



Amazon.com, Inc. announces European Customer Services Centre in The Hague

October 14, 1999

New Customer Services Centre Strengthens Commitment to Customers in Europe

In a move to benefit customers Europe-wide, Amazon.com today announced it will open a state-of-the-art customer service centre in The Hague to supplement the customer service operations of Amazon.co.uk and Amazon.de, the leading online bookstores in the UK and Germany. The centre is expected to open in February.

The customer service centre, which is expected to initially employ 125 people, is designed to provide European customers of Amazon.co.uk and Amazon.de with the highest level of customer service. The new centre will be developed in conjunction with existing customer service operations in the UK and Germany.

This new centre will centralise customer service operations for Europe and will be developed alongside existing customer services operations in the UK and Germany servicing the Amazon.co.uk and Amazon.de Web sites.

Multi-lingual customer services personnel based in The Hague will answer enquiries by telephone and e-mail.

"Customers drive everything we do, and customers service is our highest priority," commented Bill Price, Amazon.com vice president for Customer Service. "The Hague gives us access to a great workforce and strong infrastructure to help us build Europe's most customer-centric service centre".

Emmie van Halder, President of The Hague Development Foundation added "Amazon.com's choice of The Hague for its new customer service centre will contribute greatly to the region's economic growth. They are an innovative company and a dynamic employer; such a presence here will help to cement The Hague's reputation as a centre of excellence in the information technology industry and we are pleased we could play a role to facilitate that. This is an excellent opportunity for the region's multilingual, hi-tech workforce to contribute to a successful, customer-centric company".

Any candidates should contact Noelle Van der Straaten - email noelle@amazon.com.

For more information about this news release, please contact Rebecca Woods or Fiona Murphy at Joe Public Relations on 0181 237 4000.

Text100 Netherlands details.

Notes to Editors

The eastern bridging building (or the Amazon.com building) is the next step in the realisation of the masterplan "Grotiusplaats". Dutch based international developer Multi Development Corporation, the municipality of the Hague and the Government together have taken up the initiative for this ambitious urban regeneration scheme. It comprises in total 60.000 sq.m. of offices, shops and dwellings. Restaurants, squares, promenades and fountains in future will transform this part of the Hague.

Jones Lang LaSalle was the global real estate company who handled the property search and advised throughout the leasing.

About Amazon.com, Inc.

Amazon.com, Inc. (NASDAQ: AMZN), the Internet's No. 1 music, No. 1 video, and No. 1 book retailer, opened its virtual doors on the World Wide Web in July 1995 and today offers Earth's Biggest Selection with online auctions, toys, electronics, free electronic greeting cards, and more than 4.7 million book, music-CD, video, DVD, and computer-game titles. Amazon.com seeks to be the world's most customer-centric company, where people can find and discover anything they may want to buy online. As part of its efforts to provide the best shopping experience for customers, Amazon.com provides secure credit-card payment, personalised recommendations, streamlined ordering through 1-Click technology, and hassle-free auction bidding with Bid-Click.

Amazon.com operates two international Web sites: www.amazon.co.uk in the United Kingdom and www.amazon.de in Germany. Amazon.com also operates PlanetAll (www.planetall.com), a Web-based address book, calendar, and reminder service. It also operates the Internet Movie Database (www.imdb.com), the Web's comprehensive and authoritative source of information on more than 150,000 movies and entertainment programs and 500,000 cast and crew members dating from the birth of film in 1892 to the present. Amazon.com also operates LiveBid.com (www.livebid.com), the sole provider of live-event auctions on the Internet.

In addition, Amazon.com has invested in leading Internet retailers that are improving the lives of customers by making shopping easier and more convenient: drugstore.com, an online retail and information source for health, beauty, wellness, personal care and pharmacy, at www.drugstore.com; Pets.com, the online leader for pet products, expert information, and services, at www.pets.com; HomeGrocer.com, the first fully integrated Internet grocery-shopping and home-delivery service, with operations in Seattle and Portland, Oregon, at www.homegrocer.com; and Gear.com, which offers brand-name sporting goods at prices from 20% to 90% off retail, at www.gear.com

About Multi Development Corporation/Multi Vastgoed

Multi Development Corporation/Multi Vastgoed is the largest independent developer in the Netherlands with an annual turnover of Euro 250 million. The reconstruction of city centres and historically endowed older areas is its speciality. MDC employs 160 people and has offices in Germany, Belgium, France, Spain, Portugal and the U.K.