NEWS RELEASE

JUNE 5, 2024

Editor's Note: This news release is a translation of the original news release which was issued in Dutch by the RDW.

RDW selects Conduent as a collaboration partner for Toll Collection CCC

RDW has awarded the tender for the Customer Contact Center (CCC) for Toll Collection to Conduent, a global technology-led business solutions and services company.

In addition to a team of its own employees, the Toll Collection division will use Conduent's flexible team and technology to carry out the work. Customers will soon be able to contact the CCC for all their questions about toll collection on the A24/Blankenburg connection.

Good telephone and digital accessibility
Conduent supports the Toll Collection CCC when handling telephone calls and answering emails in Dutch, English and German. By using the flexible team, RDW ensures good telephone and digital accessibility for customers.

In addition to people, Conduent will also supply the technology for carrying out the work, and they will prepare workforce planning. RDW will also gain insight into data and reports, and Conduent will be a sparring partner for improvements. Moreover, Conduent will take on some of the administrative work.

Selection after European tender
Conduent was selected after a European tender. "After a careful process, we selected Conduent", says Zeger Baelde, RDW Operations Director. "We believe it is important that our customers will be helped well with their questions about toll collection. Together with Conduent, we want to make customer service as good as possible. We are confident that they can do that."

"Given our long history in customer experience, Conduent is well positioned to meet the unique needs of the RDW for the A24/Blankenburg connection toll and their customers," said Wouter Widdershoven, Country Leader at Conduent Netherlands. "Leveraging technology, people and processes, Conduent is focused on delivering exceptional

customer contact center services for clients throughout Europe. We appreciate the RDW's confidence in our partnership to meet their needs."

Ahmet Pehlivan, Director, Accounting at Conduent Netherlands, and Zeger Baelde, RDW Operations Director.

New toll road: the A24/Blankenburg connection

The A24/Blankenburg connection will open in 2024. This new highway connects the A15 near Rozenburg and the A20 near Vlaardingen. By using this road, you will reach your destination sooner. You will pay a toll for using this road. There will be no toll gates, so you can simply continue driving. As a result, you will not lose any time due to queues. You can easily pay for your toll journeys automatically, but you can also make a one-off payment online.

Various government organizations work together to enable payment of tolls for the A24/Blankenburg connection. They are the Ministry of Infrastructure and Water Management, Department of Water Ways and Public Works (Rijkswaterstaat), Central Judicial Collection Agency (CJIB), Human Environment and Transport Inspectorate (ILT), and RDW. e-TOL is the toll brand name. RDW acts as toll collector on behalf of the ministry. That is why RDW carried out this European tender and why Conduent is a contract partner of RDW.

Do you want to know more? Check out e-tol.nl/en/.