

THE TRIPS WE PLANNED,  
THE NUMBERS THAT  
MATTERED.

FCM'S BIGGEST  
MOMENTS IN 2019

# 2019

## YEAR-IN-REVIEW

SINGAPORE, MALAYSIA, HONG KONG, MAINLAND CHINA

### Client Savings

USD 28,450,702



Our clients improve their bottom-line when they save money and we improve our reputation.



### 1222

#### New Business Meetings

Number of times we went out there and made the first move.

**We love new partners.**



### 310

#### New Clients Won

Customers who took that first step towards a happier and seamless business travel experience.



#### Air Tickets Issued

### 680,876



### 97%

#### Client Retention

So it's safe to say that customers usually love us so much they want to continue to work with us



### 510,630

#### Incoming Customer Service Calls

Questions and concerns always taken care of by our Customer Experience team.

**We've got your back.**



### 87,279

#### Emergency After-hours Calls

Anxiety over the long-term increases risk of a heart attack. Don't take that risk, just call us because we can handle it.



**FCM**  
TRAVEL  
SOLUTIONS®