

モリソン・フォースター外国法事務弁護士事務所\*  
伊藤 見富法律事務所  
(特定共同事業事務所)

MORRISON & FOERSTER LLP

ITO & MITOMI

(REGISTERED ASSOCIATED OFFICES)

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August 7, 2003

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Writer's Direct Dial Number  
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By Messenger

Office of International Corporate Finance  
Division of Corporate Finance  
Securities and Exchange Commission  
450 Fifth Street, N.W.  
Washington, D.C. 20549  
U.S.A.



03029118

SUPPL

Attention: Mr. Paul Dudek

Re: **File No. 82-4885 / Fujitsu Support and Service Inc.**

Submission of Information Required Under Rule 12g3-2(b) of the  
Securities Exchange Act of 1934, as amended.

Dear Mr. Dudek:

On behalf of our client, Fujitsu Support and Service Inc. (the "Company"), I am furnishing herewith the following information pursuant to Rule 12g3-2(b)(1)(iii) (the "Rule") under the Securities Exchange Act of 1934, as amended (the "Exchange Act"):

Digest of 1<sup>st</sup> Quarter Consolidated Results for the Fiscal Year Ending March 31, 2004 (the "Digest"). The Company filed the Digest with the Tokyo Stock Exchange on July 29, 2003, pursuant to Article 2 of the Tokyo Stock Exchange Regulations on Disclosure for Companies with Listed Securities, and has made it publicly available beginning on the same day on its web site.

This letter, together with the enclosures, shall not be deemed to be "filed" with the Commission or otherwise subject to the liabilities of Section 18 of the Exchange

AIG BLDG. 11F, 1-3, MARUNOUCHI 1-CHOME, CHIYODA-KU, TOKYO 100-0005, JAPAN  
〒100-0005 東京都千代田区丸の内一丁目1番3号 AIGビル11階  
TELEPHONE 81-3-3214-6522 FACSIMILE 81-3-3214-6512

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tk-113717

モリソン・フォースター外国法事務弁護士事務所  
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(REGISTERED ASSOCIATED OFFICES)

Securities and Exchange Commission

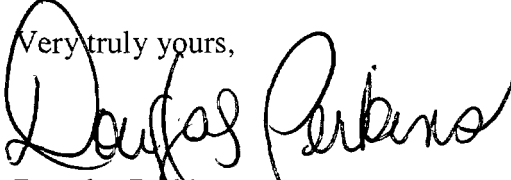
August 7, 2003

Page Two

Act, nor shall the submission of this letter and the enclosed materials constitute an admission for any purpose that the Company is subject to the Exchange Act.

If you have any questions with regard to the enclosed information, please do not hesitate to contact the undersigned (direct: (81) 3-3214-6712, fax: (81) 3-3214-6512).

Kindly acknowledge receipt of this letter and the enclosures by stamping the enclosed copy of this letter and returning it to the messenger making this delivery.

Very truly yours,  
  
Douglas Perkins

Enclosure

cc: Ms. Shimazu  
Mr. Kitazume  
Chuck Comey  
Mitsutoshi Uchida

Fujitsu Support and Service Inc. ("Fsas")

Digest of 1st Quarter Consolidated Results for the Fiscal Year Ending March 31, 2004

Dated: July 29, 2003

This document contains forward-looking statements that are based on our current expectations, assumptions, estimates and projections about our company, our subsidiaries, our industry and other relevant factors. Forward-looking statements are contained in the sections entitled "5. Business Forecast", "Financial Highlights", "Supplementary Information" and elsewhere in this document.

Known and unknown risks, uncertainties and other factors could cause our actual results, performance or achievements to differ materially from those expressed or implied by any forward-looking statement contained in this document. Among the factors that you should bear in mind as you consider any forward-looking statement are the following:

- the rate of acceptance of our products and services;
- decreases in purchases of our products by government customers;
- our ability to continue to successfully introduce new products and services to the market;
- the level of competition in the markets in which we conduct our business;
- changing market demands in the information technology services industry;
- our ability to successfully implement our business strategies;
- our customers' response to new services we offer; and
- continuing deferrals and suspensions of purchases by our customers due to lower levels of IT investment, poor operating results, insolvency or bankruptcy or weakness in the Japanese economy generally.

You should understand that it is not possible to predict or identify all factors that could cause our actual results, performance or achievements to differ materially from those expressed or implied in any forward-looking statement contained in this document. Consequently, you should not consider the foregoing list to be a complete set of all such factors.

We undertake no obligation to update any forward-looking statement contained in this document whether as a result of new information, future events or otherwise.

**As used herein, the words "we", "our" and "us" are used to refer collectively to the Fsas and its consolidated subsidiaries.**

July 29, 2003

## Digest of 1st Quarter Consolidated Results for the Fiscal Year Ending March 31, 2004

(Unaudited)

Name of Listed Company:	Fsas (Fujitsu Support and Service Inc.)
Code Number:	4706
Listed Exchange (Section):	Tokyo Stock Exchange First Section
Head Office:	Tokyo
(URL:	<a href="http://www.fsas.fujitsu.com/">http://www.fsas.fujitsu.com/</a> )
Representative:	Tatsuhiko Ohtaki, President and CEO
For Inquiries Please Contact:	Kazuyuki Nishikawa, Member of the Board and General Manager of Corporate Planning Office
	Tel: (03)5471-4700

### 1. Presentation Basis for Quarterly Results

- |                                                                                              |      |
|----------------------------------------------------------------------------------------------|------|
| 1) Differences of Accounting Policies Between<br>Last Fiscal Year Basis and Quarterly Basis: | None |
| 2) Change in Scope of Consolidated Subsidiaries<br>and Affiliates under Equity Method:       | None |

### 2. June 2003 1st Quarter Results

(For the period from April 1, 2003 through June 30, 2003)

#### (1) Results of Operations

(Millions of yen and thousands of U.S. dollars)	Three months ended June 30		Change	Three months ended	Year ended
	2002	2003		June 30	March 31
				2003	2003
Net sales	¥ 39,316	¥ 41,231	4.9 %	\$ 344,165	¥ 220,696
Operating income	(299)	(1,059)	-	(8,840)	11,539
Income before income taxes and minority interests	(808)	(1,460)	-	(12,187)	9,229
Net income	(539)	(933)	-	(7,788)	5,021

#### (2) Per Share Data

(Yen and U.S. dollars)	Three months ended June 30		Change	Three months ended	Year ended
	2002	2003		June 30	March 31
				2003	2003
Earnings per share	¥ (9.45)	¥ (16.35)	- %	\$ 0.14	¥ 86.37
Shareholders' equity per share	799.65	868.77	8.6	7.25	890.06

### (3) Financial Position

(Millions of yen and thousands of U.S. dollars)	At June 30		At March 31		At June 30			
	2002		2003		2003	2003		
Total assets	¥	85,537	¥	117,602	¥	88,087	\$	735,284
Total shareholders' equity		45,596		50,848		49,537		413,497
				(%)				
Shareholders' equity ratio		53.3		43.2		56.2		

### (4) Results of Cash Flows

Three months ended June 30,	(Millions of yen and thousands of U.S. dollars)					
	2002		2003		2003	
Net cash provided by operating activities	¥	117	¥	77	\$	643
Net cash used in investing activities		(596)		(333)		(2,780)
Net cash used in financing activities		(521)		(224)		(1,870)
Cash and cash equivalents at each end	¥	23,686	¥	28,842	\$	240,751

### (5) Business Forecast

	(Millions of yen and thousands of U.S. dollars)							
	Six months ending September 30			Year ending March 31				
	2003		2003	2004		2004		
Net sales	¥	102,000	\$	851,419	¥	227,500	\$	1,898,998
Net income		2,000		16,694		5,300		44,240

#### Notes:

1. Fractions are rounded to the closest one million yen.
2. The U.S. dollar amounts included herein represent translations using the approximate exchange rate on June 30, 2003 of ¥119.80 = US\$1.00, solely for the readers' convenience.

### 3. Situation of Management (Consolidated)

During the first quarter of fiscal 2003 (ended June 30, 2003), Japan's economy continued to stagnate, as highlighted by continuing deflation and sluggish personal consumption. In the information technology services industry, while there were signs of a recovery in plan of capital spending, companies continued to curtail IT investments in view of a severe economic climate.

In Information Technology Services, while some large prospective deals for enterprise services were affected by the sluggish economy, sales were strong for government services related to the e-Japan Strategy and for our Operations Solution, which provides customers with operations management solutions for their computer systems. In addition, sales increased for multivendor-ready systems.

In Technical Support Services, with the aim of increasing customer satisfaction, we continued to enhance the quality of support services by augmenting our software support and multivendor support capabilities. However, such factors as the trend toward open systems and the tapering off of demand for the installation of new betting systems for public sports stadiums led to lower sales.

As a result of these developments, consolidated order volume totaled ¥56,472 million (*\$471,386 thousand*), up 8.8% from the year-ago quarter, and consolidated net sales came to ¥41,231 million (*\$344,165 thousand*), up 4.9% from the year-ago quarter. As for profit and loss, despite efforts to reduce costs, a decrease in large, high-margin deals attributable to the difficult economic climate resulted in operating loss of ¥1,059 million (*\$8,840 thousand*), and net loss of ¥933 million (*\$7,788 thousand*) for the quarter.

### 4. Financial Position

For the three months ended June 30, 2003, net cash inflows from operating activities were ¥ 77 million (*\$643 thousand*). This positive trends in cash flows were mainly owing to cash collection from accounts receivable, which exceeded cash outflows represented by net loss and decrease in accounts payable and so forth.

Net cash outflows from investing activities were ¥333 million (*\$2,780 thousand*). This was due primarily to constant capital expenditure on information infrastructure to enhance our operational efficiency. Certain rent deposits were returned in concert with facility cost reduction.

Cash outflows from financing activities were ¥224 million (*\$1,870 thousand*). This was due to cash dividends paid.

### 5. Business Forecast

Business is developing nearly according to plan, and there is no change in our initial forecast for the Fsas Group's consolidated performance for the fiscal year ending March 31, 2004.

## Characteristics of Quarterly Performance

The sales and income of the Fsas Group tends to concentrate in the second and fourth quarters. This is because the shipment or delivery of the deals we conclude with customers tends to fall in the second and fourth quarters. In addition, when compared with other quarters, sales tend to be low in the first quarter, and income tends to suffer accordingly.

## 6. Consolidated Financial Statements

### (1) Consolidated Balance Sheets

(Millions of yen and thousands of U.S. dollars)	At June 30		At March 31		At June 30			
	2002		2003		2003			
<b>Assets</b>								
<b>Current assets:</b>								
Cash and cash equivalents	¥	23,686	¥	29,322	¥	28,842	\$	240,751
Time deposits		6		6		6		50
Marketable securities		500		-		-		-
Notes and accounts receivable		38,013		63,216		31,802		265,459
Inventories		7,023		9,047		10,796		90,117
Other current assets		2,863		2,098		3,053		25,484
<b>Total current assets</b>		<b>72,091</b>		<b>103,689</b>		<b>74,499</b>		<b>621,861</b>
<b>Noncurrent assets:</b>								
Property, plant and equipment, net		3,308		3,418		3,352		27,980
Intangible assets		2,725		3,004		2,947		24,600
Investment and other assets		7,413		7,491		7,289		60,843
<b>Total noncurrent assets</b>		<b>13,446</b>		<b>13,913</b>		<b>13,588</b>		<b>113,423</b>
<b>Total assets</b>	¥	<b>85,537</b>	¥	<b>117,602</b>	¥	<b>88,087</b>	\$	<b>735,284</b>
<b>Liabilities, minority interests and shareholders' equity</b>								
<b>Current liabilities:</b>								
Notes and accounts payable	¥	26,624	¥	49,508	¥	25,322	\$	211,369
Accrued expenses		3,904		5,772		3,806		31,770
Other current liabilities		2,916		5,015		2,781		23,214
<b>Total current liabilities</b>		<b>33,444</b>		<b>60,295</b>		<b>31,909</b>		<b>266,353</b>
<b>Noncurrent liabilities:</b>								
Accrued pension and severance costs		6,241		6,206		6,377		53,230
Other noncurrent liabilities		239		235		245		2,045
<b>Total noncurrent liabilities</b>		<b>6,480</b>		<b>6,441</b>		<b>6,622</b>		<b>55,275</b>
<b>Minority interests</b>		<b>17</b>		<b>18</b>		<b>19</b>		<b>159</b>
<b>Shareholders' equity:</b>								
Common stock		9,402		9,402		9,402		78,481
Capital surplus		11,345		11,345		11,345		94,699
Retained earnings		24,824		30,099		28,784		240,267
Unrealized gain on investment securities, net of tax		26		3		7		58
Less: Treasury stock		(1)		(1)		(1)		(8)
<b>Total shareholders' equity</b>		<b>45,596</b>		<b>50,848</b>		<b>49,537</b>		<b>413,497</b>
<b>Total liabilities, minority interests and shareholders' equity</b>	¥	<b>85,537</b>	¥	<b>117,602</b>	¥	<b>88,087</b>	\$	<b>735,284</b>

(2) Consolidated Statements of Income

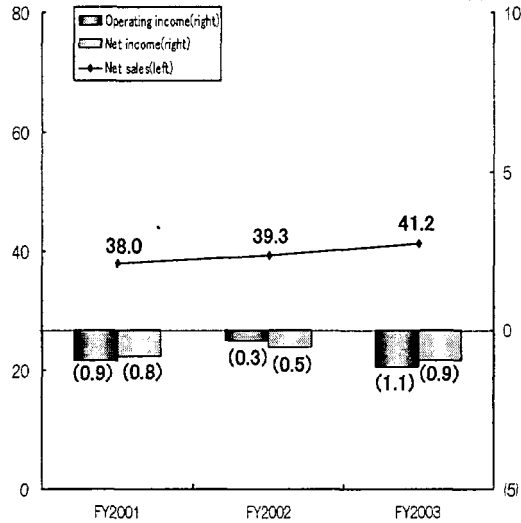
(Millions of yen and thousands of U.S. dollars)	Three months ended June 30		
	2002	2003	2003
Net sales	¥ 39,316	¥ 41,231	\$ 344,165
<b>Operating costs and expenses:</b>			
Cost of sales	30,664	33,065	276,001
Selling, general and administrative expenses	8,951	9,225	77,004
	39,615	42,290	353,005
<b>Operating income</b>	(299)	(1,059)	(8,840)
<b>Other income (expenses):</b>			
Other income	69	75	626
Other expenses	578	476	3,973
	(509)	(401)	(3,347)
<b>Income before income taxes and minority interests</b>	(808)	(1,460)	(12,187)
Income taxes	(272)	(528)	(4,407)
<b>Minority interests</b>	3	1	8
<b>Net income</b>	¥ (539)	¥ (933)	\$ (7,788)

(2) Consolidated Statements of Cash Flows

(Millions of yen and thousands of U.S. dollars)	Three months ended June 30		
	2002	2003	2003
<b>Cash flows from operating activities:</b>			
Income before income taxes and minority interests	¥ (808)	¥ (1,460)	\$ (12,187)
Adjustments to reconcile income before income taxes and minority interests to net cash provided by operating activities:			
Depreciation and amortization	386	371	3,097
Accrued pension and severance costs	(164)	258	2,154
Changes in operating assets and liabilities:			
Notes and accounts receivable, net of allowance	28,834	31,380	261,937
Inventories	(1,087)	(1,749)	(14,600)
Notes and Accounts payable	(21,766)	(24,032)	(200,601)
Other operating assets and liabilities, net	(3,126)	(2,281)	(19,040)
Other adjustments, net	(2,152)	(2,410)	(20,117)
Net cash provided by operating activities	117	77	643
<b>Cash flows from investing activities:</b>			
Payments for investment securities	(15)	-	-
Acquisition of property, plant and equipment	(322)	(115)	(960)
Increase in intangible assets	(374)	(394)	(3,289)
Payments for lease deposits	(28)	(27)	(225)
Refunds of lease deposits	140	199	1,661
Other	3	4	33
Net cash used in investing activities	(596)	(333)	(2,780)
<b>Cash flows from financing activities:</b>			
Cash dividends paid	(493)	(224)	(1,870)
Other	(28)	-	-
Net cash used in financing activities	(521)	(224)	(1,870)
<b>Net decrease in cash and cash equivalents</b>	(1,000)	(480)	(4,007)
<b>Cash and cash equivalents at beginning of year</b>	24,686	29,322	244,758
<b>Cash and cash equivalents at end of year</b>	¥ 23,686	¥ 28,842	\$ 240,751



[ 1st quarter ]



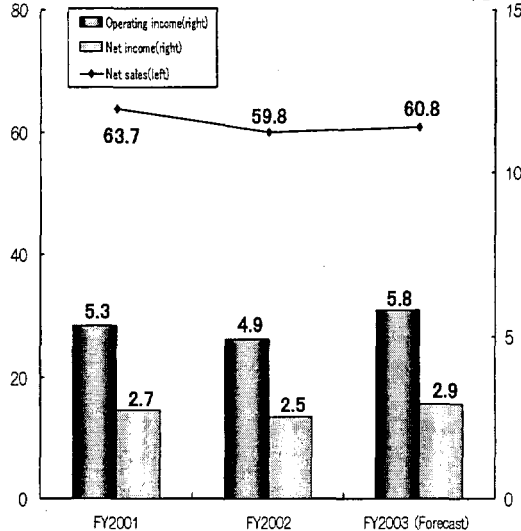
( Billions of yen )

< 1st quarter >

	FY2001 Results	FY2002		FY2003		FY2003 Results
		Results	Change	Results	Change	
Technical Consultation & Services	15.2	15.6	2.7%	16.5	6.3%	137.8
General Products Distribution	10.4	10.5	0.9%	12.7	20.5%	105.8
Information Technology Services	25.6	26.1	2.0%	29.2	12.0%	243.6
Technical Support Services	12.5	13.5	8.2%	12.4	(8.4%)	103.5
Net sales	38.0	39.3	3.6%	41.2	4.9%	344.2
Operating income	(0.9)	(0.3)	(-)	(1.1)	(-)	(8.8)
Net income	(0.8)	(0.5)	(-)	(0.9)	(-)	(7.8)
Operating income margin	(2.3%)	(0.8%)	1.5%	(2.6%)	(1.8%)	(2.6%)

( Billions of yen ) ( Millions of U.S. dollars )

[ 2nd quarter ]



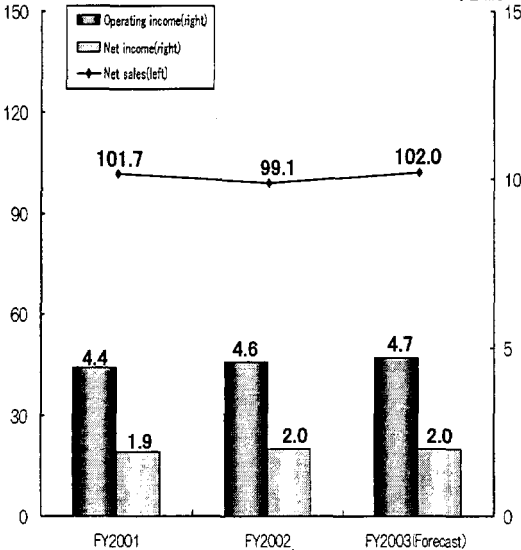
( Billions of yen )

< 2nd quarter >

	FY2001 Results	FY2002		FY2003		FY2003 Forecast
		Results	Change	Forecast	Change	
Technical Consultation & Services	24.8	23.3	(6.1%)	26.7	14.4%	222.8
General Products Distribution	24.7	21.9	(11.4%)	21.1	(3.7%)	176.3
Information Technology Services	49.5	45.2	(8.7%)	47.8	5.7%	399.1
Technical Support Services	14.5	15.0	3.2%	13.8	(7.8%)	115.2
Net sales	63.7	59.8	(6.1%)	60.8	1.6%	507.2
Operating income	5.3	4.9	(6.0%)	5.8	16.4%	48.0
Net income	2.7	2.5	(7.2%)	2.9	16.9%	24.5
Operating income margin	8.3%	8.3%	0.0%	9.5%	1.2%	9.5%

( Billions of yen ) ( Millions of U.S. dollars )

[ 1st half ]



( Billions of yen )

< 1st half >

	FY2001 Results	FY2002		FY2003		FY2003 Forecast
		Results	Change	Forecast	Change	
Technical Consultation & Services	40.0	38.9	(2.7%)	43.2	11.2%	360.6
General Products Distribution	35.1	32.4	(7.7%)	33.8	4.2%	282.1
Information Technology Services	75.1	71.3	(5.1%)	77.0	8.0%	642.7
Technical Support Services	27.0	28.5	5.5%	26.2	(8.1%)	218.7
Net sales	101.7	99.1	(2.5%)	102.0	2.9%	851.4
Operating income	4.4	4.6	5.8%	4.7	1.2%	39.2
Net income	1.9	2.0	4.4%	2.0	1.5%	16.7
Operating income margin	4.3%	4.7%	0.4%	4.6%	(0.1%)	4.6%

( Billions of yen ) ( Millions of U.S. dollars )

Note1) The total of segment sales does not equal the corporate total due to the omission of inter-segment sales eliminations presentation.

Note2) The U.S. dollar amounts included herein represent translations using the approximate exchange rate on June 30, 2003 of ¥119.80=US\$1.00, solely for the readers' convenience.

# Supplementary Information

## Digest of Consolidated Results

July 29, 2003

Fujitsu Support and Service Inc.

### 1. Order Volume

1) 1st quarter

(Millions of yen and Thousands of U.S. dollars)

	Three months ended June 30					
	2001	2002		2003		
	(Results)	(Results)	Change(%)	(Results)	Change(%)	(Results)
<b>Total Order Volume</b>	¥ 45,920	¥ 51,920	13.1	¥ 56,472	8.8	\$ 471,386
Information Technology Services	29,350	33,746	15.0	39,939	18.3	333,381
Technical Support Services	16,700	18,403	10.2	16,904	(8.1)	141,102
Eliminations	(130)	(229)	(-)	(371)	(-)	(3,097)
<b>Orders in Hand</b>	¥ 49,205	¥ 51,712	5.1	¥ 61,089	18.1	\$ 509,925

2) 1st half

(Millions of yen and Thousands of U.S. dollars)

	Six months ended September 30					
	2001	2002		2003		
	(Results)	(Results)	Change(%)	(Forecast)	Change(%)	(Forecast)
<b>Total Order Volume</b>	¥ 101,353	¥ 107,438	6.0	¥ 112,000	4.2	\$ 934,891
Information Technology Services	72,960	78,641	7.8	86,000	9.4	717,863
Technical Support Services	28,894	29,414	1.8	27,000	(8.2)	225,375
Eliminations	(501)	(617)	(-)	(1,000)	(-)	(8,347)
<b>Orders in Hand</b>	¥ 40,937	¥ 47,405	15.8	¥ 55,848	17.8	\$ 466,177

3) Fiscal year

(Millions of yen and Thousands of U.S. dollars)

	Years ended March 31					
	2001	2002		2003		
	(Results)	(Results)	Change(%)	(Forecast)	Change(%)	(Forecast)
<b>Total Order Volume</b>	¥ 219,397	¥ 227,437	3.7	¥ 238,000	4.6	\$ 1,986,644
Information Technology Services	166,413	175,605	5.5	189,000	7.6	1,577,629
Technical Support Services	53,820	53,355	(0.9)	52,000	(2.5)	434,057
Eliminations	(836)	(1,523)	(-)	(3,000)	(-)	(25,042)
<b>Orders in Hand</b>	¥ 39,107	¥ 45,848	17.2	¥ 56,348	22.9	\$ 470,351

## 2. Net Sales

1) 1st quarter

(Millions of yen and Thousands of U.S. dollars)

	Three months ended June 30					
	2001	2002		2003		
	(Results)	(Results)	Change(%)	(Results)	Change(%)	(Results)
<b>Net Sales</b>	¥ 37,952	¥ 39,316	3.6	¥ 41,231	4.9	\$ 344,165
Information Technology Services	25,550	26,051	2.0	29,183	12.0	243,598
Technical Consultation & Services	15,124	15,532	2.7	16,509	6.3	137,805
General Products Distribution	10,426	10,522	0.9	12,674	20.5	105,793
Eliminations	(-)	(3)	(-)	(0)	(-)	(-)
Technical Support Services	12,518	13,539	8.2	12,404	(8.4)	103,539
Eliminations	(116)	(274)	(-)	(356)	(-)	(2,972)

2) 1st half

(Millions of yen and Thousands of U.S. dollars)

	Six months ended September 30					
	2001	2002		2003		
	(Results)	(Results)	Change(%)	(Forecast)	Change(%)	(Forecast)
<b>Net Sales</b>	¥ 101,654	¥ 99,140	(2.5)	¥ 102,000	2.9	\$ 851,419
Information Technology Services	75,118	71,304	(5.1)	77,000	8.0	642,738
Technical Consultation & Services	39,951	38,857	(2.7)	43,200	11.2	360,601
General Products Distribution	35,167	32,452	(7.7)	33,800	4.2	282,137
Eliminations	(-)	(5)	(-)	(-)	(-)	(-)
Technical Support Services	27,026	28,509	5.5	26,200	(8.1)	218,698
Eliminations	(490)	(673)	(-)	(1,200)	(-)	(10,017)

3) Fiscal year

(Millions of yen and Thousands of U.S. dollars)

	Years ended March 31					
	2001	2002		2003		
	(Results)	(Results)	Change(%)	(Forecast)	Change(%)	(Forecast)
<b>Net Sales</b>	¥ 221,528	¥ 220,696	(0.4)	¥ 227,500	3.1	\$ 1,898,998
Information Technology Services	167,803	167,187	(0.4)	178,000	6.5	1,485,810
Technical Consultation & Services	86,449	83,784	(3.1)	92,000	9.8	767,947
General Products Distribution	81,354	83,408	2.5	86,000	3.1	717,863
Eliminations	(-)	(5)	(-)	(-)	(-)	(-)
Technical Support Services	54,581	54,993	0.8	52,000	(5.4)	434,056
Eliminations	(856)	(1,484)	(-)	(2,500)	(-)	(20,868)

### 3. Personnel

1) 1st quarter

(Persons)

	At June 30				
	2001	2002		2003	
	(Results)	(Results)	Change	(Results)	Change
<b>Number of Employees</b>	5,181	5,344	163	5,439	95
Fresh Persons	163	188	25	179	(9)
New Employees with Career	44	36	(8)	37	1

2) 1st half

(Persons)

	At September 30				
	2001	2002		2003	
	(Results)	(Results)	Change	(Forecast)	Change
<b>Number of Employees</b>	5,152	5,309	157	5,430	121
Fresh Persons	163	188	25	179	(9)
New Employees with Career	69	67	(2)	70	3

3) Fiscal year

(Persons)

	At March 31				
	2001	2002		2003	
	(Results)	(Results)	Change	(Forecast)	Change
<b>Number of Employees</b>	5,126	5,275	149	5,400	125
Fresh Persons	163	188	25	179	(9)
New Employees with Career	106	121	15	120	(1)