



Commonwealth of Kentucky
Office of the Governor

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Gov. Beshear and Amazon Announce Company to Open New Customer Service Center in Winchester, Creating More than 550 Full-Time and 600 Seasonal Jobs

Project entails an investment of more than \$20.7 million in the Commonwealth, operations set to begin by late summer

FRANKFORT, Ky. (May 9, 2012) – Governor Steve Beshear and Amazon.com, Inc. (NASDAQ: AMZN) today announced Amazon’s plans to open a new 70,000-square-foot customer service facility in Winchester, Ky., investing more than \$20.7 million and creating more than 550 full-time and 600 seasonal jobs in the Commonwealth by 2017.

“Amazon’s decision to grow its Kentucky footprint is fantastic news, especially when you consider the impact of more than 1,100 full-time and seasonal jobs it will bring to the central Kentucky region,” Gov. Beshear said. “Kentucky is proud to have Amazon choose Winchester for this growth opportunity and wish them continued success and prosperity.”

The Winchester facility will be Amazon’s first customer service center in Kentucky. Amazon subsidiaries currently operate fulfillment centers in Louisville, Lexington,

Campbellsville and Hebron, Ky. The multi-million dollar investment in Winchester will help Amazon to provide customer service and technical support.

“There are thousands of employees working in Amazon’s fulfillment centers across Kentucky, and we’re proud to be expanding our presence in the state with the opening of a customer service center,” said Tom Weiland, vice president, Amazon Customer Service. “We hope to have our team in Winchester up and running before the holiday season, and we’re hiring great people to join us in giving Amazon customers a first-class shopping experience.”

The new customer service center is expected to open in late summer and will be based at Winchester Plaza during construction of the permanent facility at Winchester Industrial Park. The permanent facility is expected to open in 2013.

“I am thrilled that Amazon has chosen to open a customer support center in Winchester,” said Sen. R.J. Palmer II, of Winchester. “Amazon’s investment in this new facility will allow our region to reap the rewards of economic growth, development and jobs. It also speaks well of our workforce that Amazon has chosen to locate its operation here. I applaud Gov. Beshear for taking the lead to support our industry.”

“Since first opening the doors of their facilities in Lexington and Campbellsville more than a decade ago, Amazon and the Commonwealth have enjoyed a long and fruitful economic partnership that has created jobs for many Kentuckians,” said Rep. Donna Mayfield, of Winchester. “I am pleased that the company once again has selected Kentucky, and in particular Clark County, to open a new customer service center that will employ more than 550 full-time people in our region.”

“Being selected for a project of this magnitude will certainly positively impact our community, now and in the years to come,” said Winchester Mayor Ed Burtner. “The investment and careers that Amazon will create will ripple through our economy, putting people to work and generating income for our region. This is what economic development is all about.”

“Amazon’s choice to locate in Clark County is a testament to our community, our workforce and our capability of attracting high quality companies for investment and job creation,” said Clark County Judge-Executive Henry Branham. “Amazon will certainly elevate our local community and region with its decision to locate its customer support service center here.”

Information on Kentucky’s economic development efforts and programs is available at www.ThinkKentucky.com. Fans of the Cabinet for Economic Development can also join the discussion on Facebook at www.Facebook.com/ThinkKentucky or follow on Twitter at www.Twitter.com/ThinkKentucky.

A detailed community profile for Winchester (Clark County) can be viewed at <http://thinkkentucky.com/EDIS/cmnty/index.aspx?cw=093>.

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About Amazon.com

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Forward-Looking Statements

This announcement contains forward-looking statements within the meaning of Section 27A of the Securities Act of 1933 and Section 21E of the Securities Exchange Act of 1934. Actual results may differ significantly from management's expectations. These forward-looking statements involve risks and uncertainties that include, among others, risks related to competition, management of growth, new products, services and technologies, potential fluctuations in operating results, international expansion, outcomes of legal proceedings and claims, fulfillment center optimization, seasonality, commercial agreements, acquisitions and strategic transactions, foreign exchange rates, system interruption, inventory, government regulation and taxation, payments and fraud. More information about factors that potentially could affect Amazon.com's financial results is included in Amazon.com's filings with the Securities and Exchange Commission, including its most recent Annual Report on Form 10-K and subsequent filings.