



The Right ANSWER for COMMUNICATION

25 May 2004

ANNUAL GENERAL MEETING OF SHAREHOLDERS

Transcom WorldWide S.A., the European CRM specialist, today announced that all resolutions proposed to its Annual General Meeting (AGM) of shareholders in Luxembourg today were passed.

The AGM re-elected Göran Ahlström, Vigo Carlund, Björn Rosengren and Cristina Stenbeck as members of the Board of Directors. Susan Hooper and William M. Walker were elected as new members of the Board of Directors. Ernst & Young was re-elected as Auditor.

Susan Hooper is a former member of the Board of Directors of Royal Sun Alliance and is the former Vice President of AVIS Europe plc. Ms. Hooper previously held a number of senior management positions with PepsiCo International, at Frito-Lay International and Pepsi Cola International. Ms. Hooper has also worked for McKinsey & Company, Saatchi & Saatchi and Young & Rubicam.

William M. Walker is the Executive Vice President and Chief Operating Officer of Walker & Dunlop, the real estate and financial services group based in Washington, DC. Mr. Walker was previously the President of TeleTech Europe Limited, where he managed the development of TeleTech's European operations, and Senior Vice President of TeleTech Holdings Inc., where he built up TeleTech's Latin American call centre operations. Prior to joining TeleTech in 1998, Mr. Walker worked in private equity and investment banking throughout Latin America. Mr. Walker will join the Transcom Board in September 2004.

The AGM resolved to approve that the procedure for the nomination of Board Directors for the AGM in 2005 will be chaired by Cristina Stenbeck as Chairman of the Nomination Group. The Nomination Group will be created this Fall in consultation with at least three major shareholders and the composition of the Group will be communicated in the results statement for the third quarter of 2004.

At a Board of Directors' meeting following the AGM, Vigo Carlund was re-elected as Chairman of the Board of Directors. William M. Walker was appointed as Chairman of the Audit Committee with effect from September 2004 and Susan Hooper was appointed as a member of the Audit Committee. Göran Ahlström was appointed as Chairman of the Remuneration Committee and Vigo Carlund and Cristina Stenbeck were appointed as members of the Remuneration Committee.

For further information please contact:

Keith Russell, President and CEO
Dwayne Taylor, Investor & Press Relations

+352 27 755 000
+44 20 7321 5010

Transcom WorldWide is a rapidly expanding Customer Relationship Management (CRM) solution provider, with 40 service centres employing more than 9,000 people delivering services to 21 countries – Luxembourg, Sweden, France, Denmark, Germany, Finland, Italy, Switzerland, Norway, the Netherlands, Spain, Austria, Morocco, Portugal, Poland, Estonia, Latvia, Lithuania, Belgium, Hungary and the UK.

The company provides CRM solutions for companies in a wide range of industry sectors, including telecommunications and e-commerce, travel & tourism, retail, financial services and utilities. Transcom offers clients a broad array of relationship management services, including inbound communication; telemarketing and outbound; Administrative Tasks; Web servicing; CRM Consultancy Service; Contract Automation; Credit Management Service; and Legal Services. Client programs are tailor-made and range from single applications to complex programs, which are offered on a country-specific or international basis in up to 38 languages.

Transcom WorldWide S.A. 'A' and 'B' shares are listed on the Stockholmsbörsen O-List under the symbols TWWA and TWWB.