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FOR IMMEDIATE RELEASE

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TRANSCOM SECURES €86 MILLION CONTRACT WITH BBVA

Transcom WorldWide, the global outsourced services company, today announced that it has implemented in recent months a new long-term contract with the Spanish bank BBVA S.A. for the supply of Customer Relationship Management services to its market-leading operations in the Iberian region. The €86 million contract runs until the end of 2012 and will include a number of different outsourced services for the Spanish market.

Keith Russell, CEO of Transcom WorldWide, commented: “We are delighted to have established a new relationship with BBVA, which is one of the world’s leading financial services providers. This new agreement further extends our market presence and demonstrates our ability to provide value adding solutions for large-scale companies in the Iberian region and makes Transcom Spain the leading outsourcer in the banking sector in the country. We look forward to supporting BBVA’s continued development.”

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About Transcom

Transcom WorldWide S.A. is a rapidly expanding Customer Relationship Management (CRM) solution provider, with 72 sites delivering services from 29 countries – Austria, Belgium, Canada, Chile, Croatia, Czech Republic, Denmark, Estonia, France, Germany, Hungary, Italy, Latvia, Lithuania, Luxembourg, the Netherlands, Norway, the Philippines, Poland, Portugal, Romania, Serbia, Slovakia, Spain, Sweden, Switzerland, Tunisia, the UK and the USA.

Transcom WorldWide is an international provider of outsourced services and solutions in the field of customer contact. Its principal areas of business are the provision of Customer relationship Management and Credit Management products and services utilising its contact centres around the globe. Transcom provides solutions for a wide range of companies, targeting its core vertical markets, which include communications, financial services, travel and leisure, media, utilities and retail. Transcom offers its clients a broad array of relationship management services, including customer care solutions, credit management services, customer acquisition, development and retention, market research, CRM consulting, legal services and interpretation work. Client programmes are tailor-made and range from single applications to complex programmes, which are offered on a country-specific or international basis in more than 33 languages.

Transcom WorldWide S.A. class A and B shares are listed on the Nordic Exchange Mid Cap list under the symbols ‘TWW SDB A’ and ‘TWW SDB B’.