

## **PRO FORMA COMPARABLE FIGURES FOR TRANSCOM'S NEW SEGMENT REPORTING STRUCTURE**

**Luxembourg, 27 September 2012** – As previously announced, Transcom's operations in Credit Management Services (CMS) are now managed as a separate business unit, in order to ensure the right level of management attention and focus on driving operational efficiency and growth in this important and distinct area of the business.

In addition and as previously disclosed, Transcom's operations in the Baltic countries now form part of the North region, rather than the former West & Central region (now renamed as Central Europe).

Transcom today released comparative financial information in the segment reporting structure to be adopted in Q3 2012, reflecting the changes described above (please see tables on pages 2-3). The segment reporting change affects only the segment composition and does not change the Transcom Group's consolidated results as previously reported to the market.

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**For further information, please contact:**

Johan Eriksson, President and CEO	+46 70 776 80 22
Marcus Süllmann, CFO	+352 691 755 060
Stefan Pettersson, Head of Investor Relations	+46 70 776 80 88

**About Transcom**

*Transcom is a global outsourced service provider entirely focused on customers, the service they experience and the revenue they generate. Our customer management and credit management services are designed to strengthen our clients' customer relationships and secure their revenue streams.*

*Our broad service portfolio supports every stage of the customer lifecycle, from acquisition through service, retention, cross and upsell, then on through early and contingent collections to legal recovery. Expert at managing both customers and debt, we make a positive contribution to our clients' profitability by helping them win customers, maintain their loyalty and secure their payments.*

*And, while our services are designed to maximize revenue, our delivery operations are built to drive efficiency. Through our global network we can provide service in any country where our clients have customers, accessing the most appropriate skills and deploying the best communication channels in the most cost effective locations.*

*Every day we handle over 600,000 customer contacts in 33 languages for more than 350 clients, including brand leaders in some of today's most challenging and competitive industry sectors. The experience we gain is used to constantly refine our service portfolio and business processes, allowing us to respond quickly to changing market conditions and client requirements.*

*Transcom WorldWide S.A. Class A and Class B shares are listed on the Nasdaq OMX Stockholm Small Cap list under the symbols 'TWW SDB A' and 'TWW SDB B'.*

**New segment reporting structure – regional breakdown of group results (underlying performance, excluding restructuring costs)**

	Q2 2012	Q1 2012	Q4 2011	Q3 2011	Q2 2011	Q1 2011
<b>Net Revenue (€m)</b>						
North	38.0	38.1	37.9	33.2	33.0	36.4
Central Europe	14.0	14.0	14.3	13.5	13.8	13.9
South	25.7	24.6	21.4	20.2	25.0	25.9
Iberia	28.9	30.6	28.5	26.7	26.7	27.0
North America & AP	27.0	25.4	25.8	24.6	21.8	26.1
<b>Total CRM</b>	<b>133.6</b>	<b>132.7</b>	<b>128.0</b>	<b>118.3</b>	<b>120.3</b>	<b>129.3</b>
CMS	13.8	14.4	14.9	14.4	13.9	14.7
<b>Total</b>	<b>147.4</b>	<b>147.1</b>	<b>142.8</b>	<b>132.7</b>	<b>134.3</b>	<b>144.1</b>
<b>Gross Profit (€m)</b>						
North	5.1	5.8	7.6	6.0	4.3	6.7
Central Europe	2.6	2.6	2.2	3.0	2.9	3.1
South	3.3	2.4	2.3	1.5	2.2	1.0
Iberia	6.0	6.2	5.2	5.5	5.3	5.4
North America & AP	6.9	6.2	5.8	5.0	3.1	4.8
<b>Total CRM</b>	<b>23.9</b>	<b>23.2</b>	<b>23.1</b>	<b>21.1</b>	<b>17.7</b>	<b>21.0</b>
CMS	3.4	4.0	4.5	4.1	3.8	4.3
<b>Total</b>	<b>27.3</b>	<b>27.2</b>	<b>27.6</b>	<b>25.2</b>	<b>21.5</b>	<b>25.3</b>
<b>EBITA</b>						
North	0.5	1.4	3.9	2.0	(0.3)	2.8
Central Europe	(0.4)	(0.2)	(1.3)	0.6	0.1	0.5
South	(0.6)	(1.1)	(2.3)	(1.7)	(1.4)	(2.1)
Iberia	1.4	1.8	1.3	1.3	1.0	1.4
North America & AP	1.0	0.3	(0.5)	0.0	(2.3)	(0.7)
<b>Total CRM</b>	<b>1.9</b>	<b>2.1</b>	<b>1.2</b>	<b>2.2</b>	<b>(2.8)</b>	<b>2.0</b>
CMS	1.4	1.4	1.4	1.4	0.9	1.3
<b>Total</b>	<b>3.4</b>	<b>3.5</b>	<b>2.7</b>	<b>3.6</b>	<b>(1.9)</b>	<b>3.2</b>

**New segment reporting structure – regional breakdown of group results (including restructuring costs)**

	Q2 2012	Q1 2012	Q4 2011	Q3 2011	Q2 2011	Q1 2011
<b>Net Revenue (€m)</b>						
North	38.0	38.1	37.9	33.2	33.0	36.4
Central Europe	14.0	14.0	14.3	13.5	13.8	13.9
South	25.7	24.6	21.4	20.2	25.0	25.9
Iberia	28.9	30.6	28.5	26.7	26.7	27.0
North America & AP	27.0	25.4	25.8	24.6	21.8	26.1
<b>Total CRM</b>	<b>133.6</b>	<b>132.7</b>	<b>128.0</b>	<b>118.3</b>	<b>120.3</b>	<b>129.3</b>
CMS	13.8	14.4	14.9	14.4	13.9	14.7
<b>Total</b>	<b>147.4</b>	<b>147.1</b>	<b>142.8</b>	<b>132.7</b>	<b>134.3</b>	<b>144.1</b>
<b>Gross Profit (€m)</b>						
North	5.1	5.8	7.6	6.0	3.6	6.7
Central Europe	2.6	2.6	2.2	3.0	1.9	3.1
South	3.3	2.4	2.3	1.5	(0.2)	1.0
Iberia	6.0	6.2	5.2	5.1	4.6	5.4
North America & AP	6.9	5.5	5.8	5.0	2.5	4.8
<b>Total CRM</b>	<b>23.9</b>	<b>22.5</b>	<b>23.0</b>	<b>20.7</b>	<b>12.5</b>	<b>21.0</b>
CMS	3.4	4.0	4.6	4.0	1.4	4.3
<b>Total</b>	<b>27.3</b>	<b>26.5</b>	<b>27.6</b>	<b>24.8</b>	<b>13.9</b>	<b>25.3</b>
<b>EBITA</b>						
North	0.5	1.4	3.9	(0.2)	(1.7)	2.8
Central Europe	(1.4)	(0.2)	(1.3)	(0.0)	(1.9)	0.5
South	(0.6)	(1.1)	(2.3)	(6.9)	(5.1)	(2.1)
Iberia	1.4	1.8	1.3	0.6	(0.2)	1.4
North America & AP	1.0	(1.0)	(0.5)	0.0	(15.4)	(0.7)
<b>Total CRM</b>	<b>0.9</b>	<b>0.8</b>	<b>1.2</b>	<b>(6.5)</b>	<b>(24.3)</b>	<b>2.0</b>
CMS	1.4	1.4	1.4	1.4	(1.8)	1.3
<b>Total</b>	<b>2.4</b>	<b>2.2</b>	<b>2.7</b>	<b>(5.1)</b>	<b>(26.1)</b>	<b>3.2</b>