

TRANSCOM SIGNS AGREEMENT WITH PHILCARE IN THE PHILIPPINES

Luxembourg, 22 October 2012 – Transcom WorldWide S.A. today announced a strategic partnership with PhilCare, a leading health care service provider in the Philippines. Transcom will manage PhilCare’s inbound customer service and customer care from its Manila site in the Philippines.

This agreement marks the first Philippines-based client to be serviced from Transcom’s contact centers in the country, which for the most part deliver offshore services to clients in North America and the United Kingdom. The partnership with PhilCare represents the beginning of the next phase of the development of Transcom’s operations in the region. In addition, Transcom has recently signed a number of other Asia-Pacific-based clients in various verticals, including telecom, consumer electronics and energy. These projects will start up in the coming months.

“I am very pleased to announce this agreement with PhilCare, not least because it illustrates our strategy to evolve some of our offshore locations into home markets as well. While we continue to grow offshore volumes in the Philippines, we are also developing new client relationships in the Asia-Pacific region, not only in the Philippines but also in Australasia. This will allow us to grow in new attractive markets, diversify our client base, and increase our seat capacity utilization as we increasingly serve clients across many time zones”, commented Johan Eriksson, Transcom’s president and CEO.

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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'.