

TRANSCOM TO CLOSE LONDON, ONTARIO SITE

Luxembourg, 14 November 2012 – Transcom WorldWide S.A. today announced that its London, Ontario site in Canada will be closed at the beginning of 2013. Approximately 150 employees will be affected. This decision is part of the company's continuous efforts to improve cost efficiency and competitiveness in the North America & Asia Pacific region.

Volumes now handled at the London, Ontario site will be transferred to another Transcom contact center in the North America & Asia Pacific region, ensuring that clients' requirements in terms of cost can be met while also sustaining Transcom's profitability.

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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'.