

Transcom to record EUR 21.1m goodwill impairment charge in Q4 2013

Press release

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For immediate release

Luxembourg, 3 February 2014 – After finalizing the impairment test for 2013, Transcom has decided to record a €21.1 million non-cash goodwill impairment charge related to the Credit Management Services (CMS) business unit. The charge will be recorded in Transcom's fourth quarter 2013 consolidated financial statements. Following this impairment charge, Transcom's total goodwill carrying value will amount to €111.1 million. Out of this amount, €21.9 million is allocated to the CMS business unit.

The impairment is a non-recurring, non-cash charge to earnings. It will not affect Transcom's liquidity, cash flow or bank covenants, or have any impact on future operations. The charges are based on long-term assessments, and not specifically related to the short-term performance of the business unit.

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About Transcom

Transcom is a global customer experience specialist, providing customer care, sales, technical support and credit management services through our extensive network of contact centers and work-at-home agents. We are 29,000 customer experience specialists at 62 contact centers across 26 countries, delivering services in 33 languages to over 400 international brands in various industry verticals. Transcom WorldWide S.A. Class A and Class B shares are listed on the NASDAQ OMX Stockholm Exchange under the symbols TWW SDB A and TWW SDB B.