

Transcom renews its agreement with Banco Santander for outsourced customer care services

Press release

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Transcom WorldWide AB (publ) today announced that the company has renewed its agreement with Banco Santander, a multinational Group providing financial services to 117 million customers throughout the world. Transcom's new contract with Banco Santander is valid for two years, starting on July 1, 2015.

Transcom has served Banco Santander since 2002, when Gestel, the bank's contact center company, was acquired by Transcom. Approximately 550 customer service agents support our client's customers from Transcom's Atica site in Pozuelo (Madrid). Services delivered include multichannel customer care, leasing and renting services, enterprise support, collections and back office services.

"Transcom's partnership with Banco Santander dates back almost fifteen years, and I am very pleased about this opportunity to further develop our long-term collaboration in order to help generate customer loyalty and sales for our client", commented Johan Eriksson, Transcom's President and CEO.

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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 30,000 customer experience specialists at 54 contact centers across 23 countries, delivering services in 33 languages to over 400 international brands in various industry verticals. Transcom WorldWide AB's share is listed on the Nasdaq Stockholm Exchange under the ticker symbol TWW.