

## Roberto Boggio, General Manager of Transcom's Continental Europe region, has been suspended

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Press release

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Stockholm, 23 November 2016

Transcom today announced that Roberto Boggio, General Manager of the company's Continental Europe region, has been suspended from his duties, effective immediately. Mr Boggio is currently in house arrest pending an investigation by an Italian prosecutor. From the information we have received, Transcom is not part of the investigation. Transcom is currently conducting an independent review of the Italian operation to confirm that the company is not connected to any irregularities in this matter.

For the time being, Johan Eriksson, President & CEO of Transcom, will assume the position of acting General Manager for the Continental Europe region.

In addition, the region will be divided into two operational areas in order to facilitate the efficient management of daily operations until a permanent solution has been implemented. Gianluca Gemma, currently Regional CFO, will be responsible for the Central & South Europe operational area (Italy, Germany, Poland, Tunisia, Hungary, Croatia and Serbia), while Juan Brun, Country Manager Spain and Portugal, will be responsible for the Iberia operational area (Spain and Portugal).

For further information, please contact:

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*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 52 contact centers across 21 countries, delivering services in 33 languages to international brands in various industry verticals. Transcom WorldWide AB's share is listed on the Nasdaq Stockholm Exchange under the ticker symbol TWW.*