

TRANSCOM DIVESTS ROANNE, FRANCE SITE

Luxembourg, 21 April 2011 – Transcom today announced that it entered into a definitive agreement to sell its Roanne, France site and transfer ownership of the site and its business to b2s. This transaction follows the positive completion of the information/consultation procedure with employee representatives. There are currently 273 permanent employees at the Roanne site that will transfer to b2s along with the site. Cash outflow for this operation is €4.3 million comprising the funding and the amount of accruals related to transferred employees.

“The divestment of Transcom’s Roanne site is part of the ongoing transformation and streamlining of the Group’s French operations.

“We are confident that b2s will contribute to the development of the Roanne site for the benefit of our former employees”, said Pablo Sánchez-Lozano, Chief Executive Officer of Transcom.

“Transcom is fully dedicated to building a strong presence in the French market, and the rationalization of our service delivery footprint in the country will allow us to focus on this goal.”

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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.