

## **TRANSCOM APPOINTS JOHAN ERIKSSON AS PRESIDENT AND CHIEF EXECUTIVE OFFICER**

**Luxembourg, 18 November 2011** – Transcom WorldWide S.A., the global outsourced services company, today announced the appointment of Johan Eriksson as President and Chief Executive Officer of the Company. He replaces Pablo Sánchez-Lozano who tendered his resignation in June.

Mr. Eriksson has until now held the position as Regional General Manager of Transcom's North Region which includes all operations in Sweden, Norway and Denmark. Prior to joining Transcom in 2010, Mr. Eriksson was CEO of Poolia AB, a publicly traded staffing company, where he successfully restructured operations and managed through the economic downturn. Prior to Poolia, Mr. Eriksson spent 15 years with Securitas in a number of senior leadership positions, including President of the company's European Cash Handling Division. Mr. Eriksson holds a Degree in Business Administration and Economics from Karlstad University, Sweden.

Mr. Eriksson's appointment is effective November 18, 2011.

William M. Walker, Transcom's Chairman of the Board noted: "The Board of Directors of Transcom is delighted to announce Johan Eriksson's appointment as President and CEO following a thorough search process that included high quality internal and external candidates. Johan knows Transcom, he knows our client needs, he has prior public company CEO experience, and he has a proven track record as a leader of operational excellence. The Board of Directors is very pleased to have Johan in this new role.

On behalf of the Transcom Board I would also like to thank Pablo Sánchez-Lozano for his dedicated work as President and CEO of Transcom over the past 2 years. We wish him all the best in his future endeavors."

Johan Eriksson, Transcom's new President and CEO, commented: "I am looking forward to the opportunity to lead Transcom, working together with our clients, our committed employees, the executive team and the board to develop our business and drive performance improvements. Immediate focus areas include business development to support growth, operational excellence, and the continued execution of the restructuring program announced this summer".

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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 Mid Cap list under the symbols 'TWW SDB A' and 'TWW SDB B'.*