

TRANSCOM UPDATE FOLLOWING THE EARTHQUAKE ON 6 FEBRUARY IN THE PHILIPPINES

Luxembourg, 6 February 2012 – Transcom’s contact centers in Iloilo and Bacolod have been reopened following a 6.8-magnitude earthquake which struck the central Philippines on Monday 6 February. Both sites were evacuated for the better part of the day until the structural integrity of the buildings could be confirmed. A business continuity plan was immediately implemented to minimize the effect on client service. It has been established that the buildings and systems are in full working order, and operations at both sites have resumed. We are still in the process of contacting all our people to ensure that they and their families are safe. So far, all employees are reported to be unharmed.

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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 Small Cap list under the symbols ‘TWW SDB A’ and ‘TWW SDB B’.