

CHRISTIAN HULTÉN JOINS TRANSCOM AS REGIONAL GENERAL MANAGER OF THE NORTH REGION

Luxembourg, 2 April 2012 – Transcom today announced that Christian Hultén has been appointed Regional General Manager of the North Region, comprising Transcom’s operations in Denmark, Norway and Sweden. Mr Hultén is currently CEO of ZeroLime AB, a software company providing video-based staffing solutions. His previous positions include Head of the Customer Service Business Area at Aditro, overseeing approximately 3,000 employees in six countries, Managing Director and Business Development Director at the Excellent Group, and Call Center Director at Sykes Sweden.

Mr Hultén will take up his position with Transcom in May 2012.

“I am delighted that Christian will join us as Regional General Manager of the North Region, and I am convinced that his strong operational experience coupled with his proven skills in developing services and customer value propositions will be very valuable to us as we focus on further developing our partnerships with current as well as with new clients”, commented Johan Eriksson, Transcom’s President and CEO.

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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’.