

## **TRANSCOM ESTABLISHES SEPARATE CREDIT MANAGEMENT BUSINESS UNIT TO DRIVE EFFICIENCY AND GROWTH**

**Luxembourg, 11 June 2012** – Transcom WorldWide S.A. today announced that the company's operations in Credit Management Services (CMS) will be managed as a separate business unit, in order to ensure the right level of management attention and focus on driving operational efficiency and growth in this important and distinct area of the business. The cost for the creation of a separate CMS business unit, to be recorded in the second quarter of 2012, is estimated at €0.3 million.

The search for a General Manager for CMS is underway. Until this position has been filled, Transcom's President & CEO, Johan Eriksson, will head the business unit. Starting in Q3 2012, financial performance will be reported by business unit (CRM and CMS), as well as by region.

"This change will increase transparency and sharpen the executive team's focus on positioning Transcom to capitalize on opportunities in the CMS area. As we continue our efforts to return the company to healthy profitability and growth, we must examine our organizational and leadership structure to ensure the right level of focus and that we make the best use of our resources", 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'.*