

TRANSCOM APPOINTS BENT FAURSKOV AS GENERAL MANAGER OF CREDIT MANAGEMENT SERVICES (CMS)

Luxembourg, 19 November 2012 – Transcom WorldWide S.A., the global provider of outsourced customer and credit management services, today announced that Bent Faurkov has been appointed General Manager for Transcom’s business unit Credit Management Services (CMS), which include CMS operations in Austria, Germany, the Czech Republic, Poland, the United Kingdom, Sweden, Norway and Denmark. Bent’s appointment is effective immediately.

Bent joined Transcom in 2001 as Managing Director for the company’s CMS business in Denmark, which he has helped turn into one of the leading CMS players in the country. Since being appointed Managing Director for Transcom’s CMS business in Scandinavia in 2009, Bent has delivered significant performance improvements together with his team.

“I am pleased to announce the appointment of Bent as General Manager for Transcom’s CMS business. I am confident that he – with his extensive experience, proven track record and deep knowledge about the industry and Transcom, in addition to his strategic and financial background from banking and management consulting – will be very valuable to us as we focus on driving growth and increased profitability in CMS”, 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'.