

Transcom reaches settlement agreement resolving tax dispute in Italy concerning FY 2006. Positive net income effect in Q4 2013: EUR 1.7m.

Press release

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For immediate release

Luxembourg, 18 December 2013 – Transcom announced today that the company has reached an agreement with the Italian tax authorities, resolving the remaining tax dispute concerning the 2006 fiscal year. The agreed-upon amount, €2.0 million, is €1.7 million lower than the gross provision booked against the initial tax claim for 2006, amounting to €3.7 million. As a result of this agreement, there will be a €1.7 million positive effect on net income in Q4 2013.

As announced on October 10, 2013, Transcom has already reached an agreement with the Italian tax authorities concerning the fiscal years 2003-2005 and 2007-2009.

“Following the satisfactory settlement agreement regarding the fiscal years 2003-2005 and 2007-2009 – which we announced in October – this final agreement concerning 2006 marks the conclusion of our discussions with tax authorities regarding these Italian tax claims. I am very pleased about the final outcome”, commented Johan Eriksson, President and CEO of Transcom.

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About Transcom

Transcom is a global customer experience specialist, providing customer care, sales, technical support and credit management services through our extensive network of contact centers and work-at-home agents. We are 29,000 customer experience specialists at 62 contact centers across 26 countries, delivering services in 33 languages to over 400 international brands in various industry verticals. Transcom WorldWide S.A. Class A and Class B shares are listed on the NASDAQ OMX Stockholm Exchange under the symbols TWW SDB A and TWW SDB B.