

Press release

May 6, 2019

INPS – Equitalia Contact Center Service Tender

INPS General Direction Office has after two years deliberation awarded the assignment of the INPS Contact Center – Equitalia Service to a new group of service providers. After having reviewed the submitted proposals together with lawyers and pricing experts, the Covisian joint venture, of which Transcom is part, has decided to file an appeal. The group finds the price of the winning bid unrealistic on the basis of the technical offer and related price. The appeal was submitted on Friday, May 3.

Transcom firmly believes that the bid submitted by the joint venture of which it is part is better positioned to provide the services from a technical, service level, and human resources perspective.

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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 27,000 customer experience specialists at 50 contact centers across 20 countries, delivering services in 33 languages to international brands in various industry verticals.

This information is information that Transcom Holding AB is obliged to make public pursuant to the EU Market Abuse Regulation and the Securities Markets Act. The information was submitted for publication, through the agency of the contact person set out above, at 8:00 CET on May 6, 2019.