

## Press release

May 4, 2021

### Transcom Holding AB (Publ): Two digital CX executives join Transcom's Board of Directors – strengthens investment in North America

**Global customer service specialist Transcom has elected Lisa Stoner, Head of Global Support Operations at Uber and Donald Hicks, Vice President of Trust Policy & Partnerships at Airbnb to their Board of Directors. The addition will strengthen Transcom's continued expansion in North America and Transcom's continued digital service offering development. Eivind Roald, Member of the Board since 2018, has resigned from the Board to fully focus on his new role as CEO for QNTM.**

For the past years, Transcom has invested in growing in the North American market and developing the digital service offering. In 2018, Awesome OS, specialized in fast growing American companies with digital client relations was acquired.

“North America is a key market for Transcom's global expansion. Lisa Stoner and Donald Hicks will add great value to our Board of Directors through their experiences with their customer perspective and their extensive knowledge in digital customer journeys”, says Fredrik Cappelen, Chairman of the Board.

Lisa Stoner has a solid experience within the customer experience industry, with over 20 years in leading positions within Convergys. She also has a vast experience when it comes to scaling global tech- and scaleups, and has for the past three years worked as Head of Global Support Operations at Uber.

“I am excited to be joining Transcom's Board of Directors and look forward to working with the leadership team to solve our client's most pressing business needs in innovative ways. Transcom has a strong digital offering, a passion for their clients' brands and culture, and a global footprint. This makes them a perfect partner for clients that are growing and expanding to new markets”, says Lisa Stoner.

Donald Hicks is since February Vice President of Trust Policy & Partnerships at Airbnb, and has previous experience from Google, Facebook, Amazon, and Twitter.

“I was humbled to be considered. Transcom has truly a holistic perspective on customer experience, and a great opportunity to positioning themselves as the next generation customer service. Transcom already has a strong value based offering and partners with many large clients in the US, which is a great platform for continued growth”, says Donald Hicks.

“I would like to thank Eivind for his great contribution during his time in Transcom's Board of Directors. I look forward to following his journey with QNTM”, says Fredrik Cappelen.

#### **For further information, please contact**

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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 28,000 customer experience specialists at 50 contact centers across 23 countries, delivering services in 33 languages to international brands in various industry verticals.

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