

Press release

March 27, 2019

Transcom divests operations in Chile

Transcom Holding AB (publ) today announced that the company has signed and closed an agreement to divest its operations in Chile. The transaction concludes the divestment of Transcom's operations in Latin America following the divestment of operations in Colombia year 2016 and Peru year 2017.

“Our strategic decision to exit the Latin American market is influenced by a major shift in market conditions during the last years, and macroeconomic changes that negatively affected the viability of Latin American contact centers as an offshore delivery solution for clients in Spain. Transcom has always been a marginal player for the domestic Latin American markets. To streamline our operations and focus on our core markets, Europe and the global English speaking region, we have now decided to divest our operations in Chile”, says Michael Weinreich, President & CEO, Transcom.

The divested unit had a turnover of EUR 5.6 million in 2018 and has approximately 540 employees.

“I am delighted that the current management team will continue to run the business in Concepción, Chile, as a stand-alone company, focusing on serving regional clients”, continues Michael Weinreich.

For further information, please contact

Michael Weinreich, President & CEO Transcom

Phone: +46 (0)70 776 80 33, email: michael.weinreich@transcom.com

Leif Mårtensson, Chief Financial Officer

Phone: +46 (0)70 855 12 64, email: leif.martensson@transcom.com

Helene Ruda, Head of Group communications

Phone: +46 (0) 70 311 7560, email: helene.ruda@transcom.com

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 50 contact centers across 21 countries, delivering services in 33 languages to international brands in various industry verticals.