

Press release

December 9, 2019

Transcom Holding AB (publ): Jonas Dahlberg announced as new CEO of Transcom

The Board of Transcom Holding AB (publ) has decided to promote the current CFO, Jonas Dahlberg, to the position of CEO and President effective as of January 1, 2020, when the current CEO Michael Weinreich, will leave the company operationally and step into a Senior Advisor role to the Transcom Board.

Transcom is an international customer experience provider with about 27,000 employees serving Europe, North America and the global English-speaking markets. Over the last two and a half years, Transcom has significantly improved profitability, developed a strong digital offering, and is now growing fast in attractive segments such as e-commerce, financial services and logistics.

“Our next phase is the most exciting transformation point in our history. We will shift gear towards growth, to strengthen our position in the markets we serve. We are impressed by Jonas and we are delighted that he has accepted the offer to become CEO and lead the company going forward. We are grateful for Michael’s efforts in leading Transcom’s transformation into a more digitally oriented and profitable customer experience provider, and we are happy that he will continue to serve as Senior Advisor to Transcom going forward”, says Fredrik Cappelen, Chairman of the Board.

“Transcom is a fantastic company. Our 27,000 employees work every day to deliver outstanding customer service. There is amazing potential in Transcom. Focusing on our clients, people and operations, I’m convinced that we can further increase our profitability and growth going forward”, says Jonas Dahlberg.

“It has been intense and exciting years at Transcom, and I look forward to be part of the continued journey in my new role. Let me extend my appreciation to all fantastic colleagues that have made our achievements to date possible and I look forward to supporting Jonas in my new role”, says Michael Weinreich.

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

Transcom

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 9:00 CET on December 9, 2019.