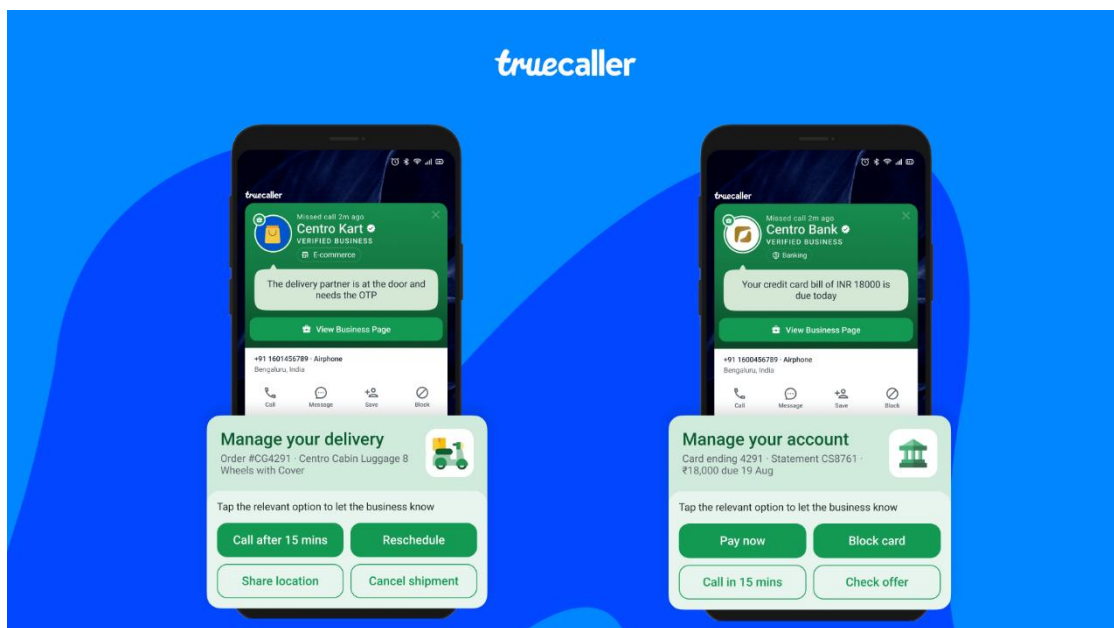


Press release

2026-09-07

Truecaller expands enterprise suite; allows consumers to communicate with businesses in a tap

No More Callbacks, no more waiting on hold: With Post-Call Actions, consumers can reschedule deliveries, pay bills, or complete pending requests the moment a verified call ends.



Truecaller, the leading global platform for safe and trusted communication, today launched **Post-Call Actions**, a new capability that enables consumers to complete important tasks immediately when the call ends. The functionality is first rolling out to the high intent category of last-mile delivery companies, soon to be followed by use cases and customisable options supporting the big industry of banking, financial services and insurance. Post-Call Actions ensures a business call no longer ends with “we’ll send you a link.” It ends with getting the job done.

Post-Call Actions appear at the exact moment people are already paying attention: the instant when a verified business call ends. A branded action card appears automatically in Truecaller, and whatever the next step is, it becomes one tap away, no app to download, no link to hunt for, no queue to wait in.

For deliveries, the friction is familiar: a call arrives when you’re at work or mid-commute—impossible to take, and by the time it’s returned, the slot is gone. Or it is answered, but the same directions have to be repeated to yet another new agent. With post-call actions, customers can now instantly reschedule the delivery, confirm their availability, share precise location, or authorize a safe drop—directly in Truecaller.

For banking, financial services, and insurance customers, the stakes and the anxiety are higher. A call from a bank today could be genuine or a sophisticated impersonation scam. Because Post Call Actions only appear after Verified Business calls, customers can now act with confidence instead of second-guessing. From that trusted screen, they can pay dues, request a callback, complete a pending KYC step, or confirm a transaction, without hunting for a link that may or may not be genuine, at a time when impersonation fraud is at an all-time high.

For the businesses on the other end of the call, Post-Call Actions changes what a completed call means. Call performance has traditionally been measured by pick up rates. Now it can be measured by whether it was resolved—with the follow-through happening in the same trusted moment, on the same screen, instead of leaking away across SMS links, app downloads, and abandoned IVR queues.

*“A phone call has been the most human way for a business to communicate with customers. But it usually ends with homework for them,” said **Priyam Bose, Global Head, GTM, Truecaller for Business.** “Post-Call Actions resolve this. The delivery gets rescheduled, the bill gets paid, the KYC gets done, all in the same trusted moment, on the same screen, irrespective of the calls getting picked up or unanswered.”*

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About Truecaller:

Truecaller is the leading global platform for secure and reliable communication. Fraud and unwanted communication are commonplace in digital economies and emerging markets in particular. Our mission is to create reliable communication. Truecaller is a natural part of the daily communication of more than 500 million active users. Truecaller has been listed on Nasdaq Stockholm since October 8, 2021. For more information, please visit corporate.truecaller.com.