

PRESS RELEASE

Transcom Worldwide expands its site in Raon L'Etape (France)

After the opening in November 1999, Transcom is expanding its site in Raon l'Etape to welcome 200 more staff members. Transcom already employs more than 200 people in Raon, its second Call Centre in France.

Transcom Worldwide, a Customer Relationship Management Company is present in 11 countries in Europe, namely Luxembourg, Sweden, France, Denmark, Germany, Finland, Italy, Switzerland, Norway, the Netherlands, and Austria. With 16 call centres, Transcom Worldwide employs around 4300 people throughout Europe, handling presently over 3 million customer contacts monthly.

Transcom's second site in France, Raon l'Etape was opened in November 1999 and has since increased its client services activities in a unique and outstanding manner. Transcom Raon employs today 200, and will, with the expansion, almost double that number. According to Philippe Gregson (Call Center Manager Raon l'Etape) "All the staff was and is recruited locally with the help of the local authorities. The extension will be fully operational by mid-August 2000. With 149 seats Raon will be able to handle daily over 14 000 calls. The activity today is dedicated to Tele2 and the center is handling all the Customer Care calls. In the near future, Raon will begin covering new technologies and start looking after other products such as *everyday.com*, an Internet portal company licensed by SEC."

"Part of Transcom's continuous growth is leading to the opening of call centres in Spain and Morocco this year. In addition, the company reinforced its presence in the Netherlands and in Italy, and established its second site on August 1, 2000 in L'Aquila, which will employ 360 people" says Vigo Carlund - CEO, Industriförvaltnings AB Kinnevik and Transcom Worldwide S.A.

Transcom Worldwide, a relationship management company with headquarters in Luxembourg is a subsidiary of the Swedish Group Industriförvaltnings AB Kinnevik. The company primarily services telecommunication, travel & tourism, financial and energy industries. Transcom offers clients a broad array of traditional and emerging relationship management services, including inbound and outbound calls, Interactive Voice Response, Internet Services, e-mail processing and broadcast fax. Programs range from single applications to complex multi-national and international programs conducted in as many as 37 languages.

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INDUSTRIFÖRVALTNINGS AB KINNEVIK

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