

PRESS RELEASE

Transcom WorldWide opens its second Dutch site in Groningen

After the opening in Eindhoven last year, Transcom WorldWide is expanding its activities in The Netherlands with the opening of the new call center in Groningen.

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 18 call centres, Transcom WorldWide employs around 4,300 people throughout Europe, handling presently over 3 million customer contacts monthly.

Transcom will open its second site on October 15th, 2000 in Groningen. Mr. Kevin McCauley (Regional Director) declared « The site in Groningen will employ 500 people in a 2,600 m² high quality office facility. Transcom's implementation has had a very positive effect on the region's employment situation », and Mr. J.L. van Tuinen from the Office for Investment & Development for Northern Netherland declared : « The choice of Groningen by this well-known Teleservices company shows that our region is becoming more and more interesting for the service industry. »

« Part of Transcom's continuous growth is leading to the planning of the opening of call centres in Spain and Morocco this year. In addition, the company reinforced its presence 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 Industriförvaltnings AB Kinnevik Group. 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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