

Press Release

November 4, 2025
transcosmos inc.

transcosmos Director & Corporate Advisor, Koji Funatsu, awarded the Medal with Blue Ribbon

Recognized for his devotion to the development of the contact center industry

transcosmos is delighted to announce that Koji Funatsu, Director & Corporate Advisor at transcosmos, has been awarded the Medal with Blue Ribbon in the 2025 Autumn Honors. Koji Funatsu has long served as Chairman of the non-profit organization Contact Center Association of Japan (Secretariat Office: Tokyo, Japan; Chairman: Takehiko Go; CCAJ), while holding top management roles at transcosmos and serving in key positions at various economic organizations, contributing significantly to Japan's economic advancements.

Koji Funatsu was appointed Director of Japan Telemarketing Association, a general incorporated association and predecessor of CCAJ, in June 2005, and served as Vice-Chairman from June 2007. In June 2011, he was appointed Chairman, and in January 2012 became the first Chairman of the renamed association, CCAJ. He served as Chairman for six years before stepping down in June 2017. Since then, he has continued to serve as Director and Vice-Chairman. Koji Funatsu received this honor in recognition of his exceptional contributions to the development of the contact center industry, having served in leadership roles at CCAJ for 18 years.

■Positions at CCAJ

June 2005: Director, Japan Telemarketing Association (General Incorporated Association)

June 2007: Vice-Chairman of the association

June 2011: Chairman of the association

January 2012: Chairman of the renamed association, Contact Center Association of Japan (Non-Profit Organization)

June 2017: Director of the association

June 2021: Vice-Chairman of the association (until June 2023)

■Positions at transcosmos

April 1998: Joined transcosmos as Division Manager, Business Planning & Development Division

June 1998: Managing Director

June 1999: Senior Managing Director, Assisting Global Business Headquarters

April 2000: Representative Director & Vice President

September 2002: President & CEO

June 2003: Chairman & CEO

June 2022: Director & Corporate Advisor (current position)



■Comment by the award winner

I am deeply honored to receive the Medal with Blue Ribbon. I would like to take this moment to express my sincere gratitude to everyone who has supported me over the years. I could not have been part of the industry's development without your guidance and encouragement. Contact centers play a vital role in connecting consumers with companies and public administrations, and their potential is greater than ever. I hope the industry will continue to contribute to enriching society by leveraging diverse talent and advanced technologies. I remain committed to doing my utmost to support these efforts.

*Medal with Blue Ribbon

The Medal with Blue Ribbon is awarded to individuals who have made prosperous efforts in the areas of public welfare and education (source: Summary of the Honors System, the Cabinet Office).

■CCAJ news release (no translation available): <https://ccaj.or.jp/newsrelease/20251104.pdf>

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■ About transcosmos inc.

transcosmos launched its operations in 1966. Since then, we have united superior "people" with up-to-date "technology" to enhance the competitive strength of our clients by providing them with superior and valuable services. transcosmos currently offers services

that support clients' business processes focusing on both sales expansion and cost optimization through our 184 bases across 36 countries/regions with a focus on Asia, while continuously pursuing Operational Excellence. Furthermore, following the expansion of e-commerce market on the global scale, transcosmos provides a comprehensive One-Stop Global E-Commerce Services to deliver our clients' excellent products and services to consumers in 46 countries/regions around the globe. transcosmos aims to be the "Global Digital Transformation Partner" of our clients, supporting the clients' transformation by leveraging digital technology, responding to the ever-changing business environment. Visit us here <https://www.trans-cosmos.co.jp/english/>

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