

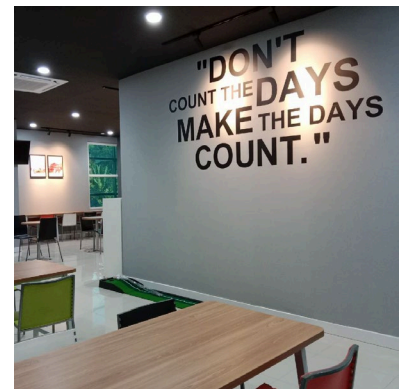
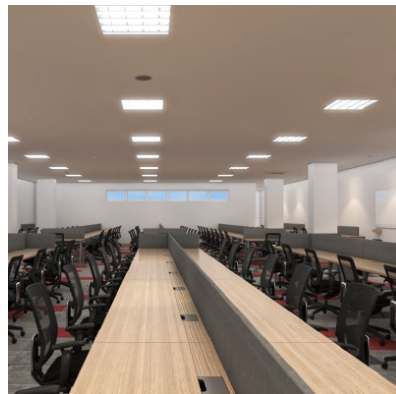
# Press Release



September 27, 2022  
transcosmos inc.

## transcosmos launches Global Trust & Safety Services, connecting centers in Japan and abroad Delivers trust and safety for clients operating online services

transcosmos inc. (Representative Director, Co-presidents: Koichi Iwami, Masaaki Muta) hereby announces that the company has launched Global Trust & Safety services, connecting its operations centers in Japan and abroad. Along with the service launch, transcosmos has also opened Semarang Center 2, a new Indonesian center specifically designed for the new service.



Semarang Center 2

Trust & Safety services include content moderation, a process of monitoring and policing user-generated online content – text, posts, images, videos, etc. Monitoring online content and mitigating risks are crucial for businesses to ensure integrity and safety across their digital presence. With the new manned trust and safety services, transcosmos expert team monitors clients' online content to keep a healthy and quality online experience, thereby protecting both clients and their users.

### ■ Services

#### ● Content monitoring, Trust & Safety

Identify and delete harmful user-generated content from social networks, gaming platforms, livestreaming platforms, and online marketplaces. Deliver a safer and highly trustworthy experience.

#### ● E-commerce/Online shopping site content evaluation

Verify the existence of offered products, shopping scams, and evaluate the accuracy of product information on shopping sites.

#### ● Ads evaluation

Evaluate the accuracy of digital ad content, and delete misleading content.

#### ● Account evaluation

Identify and delete impersonation and fake accounts.

### ■ Supported languages

English and Indonesian

### ■ Industries

Social network, community platform, live video, audio streaming, etc.

In March, 2022, transcosmos opened Chiang Mai Center, a dedicated center for Trust & Safety services in Thailand. Now, the company has set up a new Semarang Center 2 in Indonesia for the service. Starting with about 410 workstations, transcosmos plans to expand the Semarang Center 2 up to about 860 workstations going forward. transcosmos will ensure trust and safety for clients with its Trust & Safety services, connecting 33 operations centers in Japan with centers overseas.

#### ■ Semarang Center 2 Overview

Location: Semarang, Central Java, Indonesia  
Floor area: 1426 square meters  
Number of workstations: 410 (approximate)  
Supported languages: English and Indonesian  
Services: Trust & Safety

With its operations centers in Vietnam, the Philippines, Thailand, Malaysia and Indonesia, transcosmos delivers a series of services for each local market including contact centers, digital marketing, and e-commerce one-stop services. With the aim of helping many more clients boost their customer experience (CX), transcosmos will continue to offer a diverse range of services that help not only local companies, but also international businesses entering the local markets, expand sales and optimize costs.

\*transcosmos is a trademark or registered trademark of transcosmos inc. in Japan and other countries.

\*Other company names and product or service names used here are trademarks or registered trademarks of respective companies.

#### **About transcosmos inc.**

transcosmos launched its operations in 1966. Since then, we have combined 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 171 bases across 28 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.transcosmos.co.jp/english/>

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