



West Corporation Chief Administrative Officer, Nancy Disman, will add Chief Financial Officer Responsibilities

May 16, 2018

OMAHA, NE, May 16, 2018 – [West Corporation \(“West” or the “Company”\)](#), a global leader in technology-enabled services, announces today that Nancy Disman, the Company’s Chief Administrative Officer (“CAO”), will transition into the role of Chief Financial Officer and hold both titles. Ms. Disman joined West in November 2017 as the CAO and has overseen the Company’s finance and human resources departments as well as West’s strategic transformation program office. “In just five short months, Nancy’s tireless work ethic and seasoned leadership have already driven tightened financial controls, accelerated cost savings initiatives, and the implementation of the Company’s first-ever pay for performance employee incentive system,” said John Shlonsky, Chief Executive Officer of West. “Nancy has a long history of success in financial leadership,” Shlonsky continued. “She graciously accepted my challenge to be hands-on with the Company’s finance transformation, which aims to deliver best in class global service delivery and business partnership during a time of fast-paced strategic change at West.”

Ms. Disman has held many key leadership roles and has been involved in many significant transactions over the past several years. Most recently, she served as both Chief Administrative Officer and Chief Financial Officer of TSYS’ Merchant Services Segment. Prior to TSYS, Ms. Disman served as Chief Financial Officer at TransFirst, during which time the company completed two successful dual-track transactions within a three-year period. She also served as Chief Financial Officer and Chief Operating Officer of Cynergy Data Corporation after 11 years at First Data Corporation in various leadership positions, including Chief Financial Officer of the Merchant Services Segment, where she played a critical role in the sale of First Data to KKR. West’s current Chief Financial Officer, Jan Madsen, will retire in the second half of 2018, and will transition the CFO role to Ms. Disman over the next several months. “During her tenure at West, Jan has made significant contributions to West’s financial success and her agreement to assist with a smooth transition is greatly appreciated,” said Shlonsky.

About West Corporation:

West Corporation is a leading technology enablement company that connects people around the world, making companies more efficient and improving lives. West helps its client more effectively communicate, collaborate and connect with their audiences through a diverse portfolio of innovative solutions.

For over 30 years, West has provided reliable, high-quality voice and data services. West has sales and/or operations in the United States, Canada, Europe, the Middle East, Asia Pacific, Latin America and South America. West is controlled by affiliates of certain funds managed by Apollo Global Management, LLC (NYSE: APO). For more information, please call 1-800-841-9000 or visit www.west.com.

###

At the Company:

Dave Pleiss

Investor Relations

[West Corporation](#)

(402) 716-6578

DMPleiss@west.com