

PRESS RELEASE

Teleperformance

Teleperformance Wins Major Award for Client Service Excellence - Awarded Clients in Brazil include Nokia, Sky, TV Globo Internacional and UOL

PARIS, JULY 9, 2012 – Teleperformance has won the Modern Consumer of Excellence in Customer Services award, which is in its 13th edition and highly recognized in the Brazilian market. Teleperformance clients receiving awards were Nokia for mobile phones, SKY for cable TV, TV Globo Internacional for entertainment and UOL for Internet. SKY also won the Company of the Year award, elected by popular vote.

The award is an initiative of Consumidor Moderno magazine with auditing and consulting by GfK – a market study company. The magazine seeks to recognize companies that apply best practices in customer services in Brazil by identifying and disclosing them to help improve relationship strategies among companies, clients and consumers in the country.

The companies in the running for the award go through two major stages. First, they are asked to complete a survey on customer service practices. These results are evaluated by the consulting firm that selects best practices. Then companies under award consideration are contacted by a “mystery customer” – in actuality a professional who evaluates the quality of the customer service provided by the companies. These contacts are made through different means of communication including telephone, e-mail and online chat, among others.

According to Paulo Cesar Salles Vasques, Brazil Teleperformance CEO, Global Director of Marketing and Member of Teleperformance Group Executive Committee, the winning score included factors such as clients using contact centers as a strategic business tool and employee satisfaction and recognition. *“We have the best professionals who are motivated and happy and who therefore provide quality services and a unique experience in each contact. These awards show that our strategies bring excellent results and reflect highly positive market and client recognition on our operations,”* points out the executive.

SKY received the excellence in customer services award for the 10th consecutive time for the cable TV category while UOL received its fourth consecutive award for the Internet category. Nokia won the award for the third consecutive time for mobile phones, while TV Globo Internacional earned the entertainment award for second consecutive time. *“The number of consecutive client awards illustrates Teleperformance’s focus on gaining and maintaining total client and employee satisfaction. This approach ensures we maintain our high level of quality, performance results and loyalty,”* added Paulo Cesar.



For Roberto Meir, publisher and CEO of Grupo Padrao, this is the path that companies should follow: *“It is clear that a company which operates from the perspective of clients and fosters an excellent organizational climate in a differentiated work environment keeps employees motivated. This is what we see at Teleperformance -committed employees closely working with their management, while providing the best customer service in the country.”*

Daniel Julien, Chairman and CEO of Teleperformance concluded, *“Teleperformance has an outstanding presence and management team in Brazil that truly embodies our Group signature of turning passion into excellence. Moreover, the close partnership, mutual trust and the true respect that has been built there between our clients and our team are the pillars that drive all of these magnificent awards.”*

ABOUT TELEPERFORMANCE

Teleperformance, the world’s leading provider of outsourced CRM and contact center services, serves companies around the world with customer acquisition, customer care, technical support and debt collection programs. In 2011, it reported consolidated revenue of €2,126.2 million (US\$2,955.4 million) based on €1 = US\$1.39).

The Group operates 98,000 computerized workstations, with more than 135,000 full-time equivalent employees across 249 contact centers in 49 countries. It manages programs in more than 66 languages and dialects on behalf of major international companies operating in a wide variety of industries.

Teleperformance shares are traded on the NYSE Euronext Paris market, Compartment A, and are eligible for the deferred settlement service. Teleperformance is included in the following indices: SBF 120, STOXX 600 and France CAC Mid & Small.

Symbol: RCF - ISIN : FR0000051807 - Reuters: ROCH.PA - Bloomberg: RCF FP

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