



PRESSE RELEASE

# Teleperformance

## Renewal of the five-year credit facility

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PARIS, JUNE 29, 2012 – Teleperformance today announced the signature of a €300-million, five-year line of credit that replaces the existing facility in the same amount, which has been partially drawn down and is due to expire in January 2013.

The financing was arranged in current market conditions and with the same covenants as the previous line, despite the less favorable economic and business environment.

The facility will be used for general corporate purposes, as well as to finance possible acquisitions and share buybacks.

The new credit agreement was signed with six leading banks, of which four were already part of the 2008 club deal, attesting to the banking community's confidence in the strength of the Teleperformance business model.

The banking syndicate includes the following banks as mandated arrangers and bookrunners: Société Générale Corporate & Investment Banking, HSBC France, Crédit Agricole Île de France, Crédit Agricole Corporate and Investment Bank, Natixis, and Barclays (mandated lead arranger). Société Générale Corporate & Investment Banking and Crédit Agricole Île de France are respectively Documentation Agent and Facility Agent.

### 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 (\$2,955.4 million, based on €1 = \$1.39).

The Group operates about 98,000 computerized workstations, with more than 130,000 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. They are included in the following indices: SBF 120, STOXX 600 and France CAC Mid & Small.

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

[www.teleperformance.com](http://www.teleperformance.com)

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