



PRESS RELEASE

Teleperformance

PARIS, JANUARY 18, 2012 – Teleperformance announced today a series of decisions made by Jacques Berrebi, co-founder, non-voting director and shareholder of the Company.

Mr. Berrebi will turn 70 in May this year and has therefore decided to stand down as non-voting director after the Board meeting scheduled for the end of February and to give up all management responsibilities within the Teleperformance Group at the end of the first half, except for assistance in Tunisia and Morocco.

He will remain available to advise management on certain strategic issues.

In order to reorganize his assets to take account of this new situation, Mr. Berrebi has instructed UBS to sell all of his 1,000,900 Teleperformance shares. The timing of the share sales will be decided by UBS at its sole discretion. They will be executed under a limit order setting the minimum price at a significant premium to the current share price.

The instruction to sell is irrevocable, with certain customary exceptions, and will expire on December 31, 2012. It includes a ban on executing any sales during any blackout period applicable to Mr. Berrebi.

ABOUT TELEPERFORMANCE

Teleperformance (NYSE Euronext Paris: FR 0000051807), **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 2010, it reported consolidated revenue of €2,058 million (US\$2,738 million based on €1 = US\$1.33).

The Group operates about 83,000 computerized workstations, with more than 128,000 full-time equivalent employees across 263 contact centers in 50 countries. It manages programs in more than 66 languages and dialects on behalf of major international companies operating in a wide variety of industries.

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