



PRESS RELEASE

Brigitte Daubry, President of Teleperformance's CEMEA Region, is Appointed President of Teleperformance France

PARIS, NOVEMBER 22, 2012 – Teleperformance announces that Brigitte Daubry, President of the Group's CEMEA Region (Continental Europe, Middle-East and Africa), has been appointed President of Teleperformance France following the resignation of Peter Fergus O'Brien.

The Group takes this opportunity to thank Peter Fergus O'Brien for his work at the helm of the French subsidiary, notably in improving the quality of service and of employee relations within the company.

Fully confident in Brigitte Daubry's leadership and in the French management team's commitment, the Teleperformance Executive Committee will continue to provide the subsidiary with the support it needs to achieve a complete recovery in a reasonable time frame, which remains a key Group objective.

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 million (\$2,955 million, based on €1 = \$1.39).

The Group operates about 98,000 computerized workstations, with more than 130,000 full-time equivalent employees across 250 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

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