

## PRESS RELEASE

### Teleperformance Grows in Ibero-LATAM region

8 new centers opened in Latin America, Spain and Portugal so far in 2013

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**PARIS, OCTOBER 23 , 2013** – Teleperformance, the global leader in outsourced multichannel customer experience management, announced today that it has opened 8 new facilities so far in 2013 in the Group linguistic Ibero-LATAM region: Latin America, Spain and Portugal.

Teleperformance has opened new facilities within its existing footprint in Brazil, Colombia, Mexico (2 new sites), Portugal, Spain and Dominican Republic.

**Regional President of Ibero-LATAM, Teleperformance, Alejandro Perez, commented:** *“Our current and future prospects remain bright as evidenced by our sustained growth rates within the region. We have been committed to the Ibero-LATAM markets for decades and we also serve nearshore and offshore markets like the USA and broader European markets from within our region. Teleperformance has really worked hard to be an employer of choice across the region and we are proud to be an important economic growth contributor to the countries where we operate and to our entire Group, both strategically and financially”.*

**Paulo César Salles Vasques, Worldwide CEO, Teleperformance Group, added:** *“We take a sensible and thorough approach when we make financial commitments and these facilities each represent a multi-million dollar investment by Teleperformance. It is fair to note as the global industry leader we continue to expand and invest around the world and not just within this region. But these specific expansions clearly reflect how Teleperformance management and our clients feel about the real potential of Ibero-LATAM both strategically and operationally. I thank Alejandro Perez and his entire team for their great job in growing our business and taking great care of our people. I am humbled that our collective Group success has made Teleperformance not only a major regional employer, but one of the larger private sector employers in the world”.*



## ABOUT TELEPERFORMANCE GROUP

Teleperformance, the worldwide leader in outsourced multichannel customer experience management, serves companies around the world with customer care, technical support, customer acquisition and debt collection programs. In 2012, it reported consolidated revenue of €2,347 million (\$3,028 million, based on €1 = \$1.29). The Group operates more than 100,000 computerized workstations, with 138,000 employees across more than 270 contact centers in 46 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, Eurolist-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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