



PRESS RELEASE

Teleperformance Wins Prestigious Netherlands National Contact Center Association Award for Fraud Risk Assessment

Company is recognized for leading anti-fraud compliance through innovative Security Grid systems

PARIS, June 5th 2014 – Teleperformance, the global leader in outsourced multichannel customer experience management, today announced that it has been recognized by the Netherlands National Contact Center Association (NCCA), with the organization’s Innovation Award. Teleperformance is being recognized for its comprehensive global security framework that enables policies, processes, and people to prevent fraud and protect customers.

“It is great to receive the NCCA annual Innovation Award,” said Paulo César Salles Vasques, Worldwide CEO, Teleperformance. “Many of our largest clients have told us our fraud risk assessment and prevention processes, systems and tools represent a true industry differentiator for us on a worldwide basis. Security is of high concern to all companies, and we are proud that our hard work has paid off by creating the most comprehensive global fraud risk prevention solution in our industry for the world’s largest companies.”

Teleperformance’s Security Grid assesses fraud trends, common and known vulnerabilities in a client’s applications and methodologies used to bypass controls within an application or process. Reducing most fraud risks and data theft, the Security Grid protects companies by providing early warning indicators when a risk cannot be eliminated, discovering gaps that can put intellectual property at risk, improving internal compliance, and bolstering data flow security and efficiency. Additionally, by continuously monitoring and auditing contact center activity, Teleperformance is able to detect real-time suspect behavior, alert security, and prevent fraudulent behavior from taking place.

The NCCA Fraud Risk Assessment Award is one of many accolades marking another banner year of success for the company and is the second consecutive year that Teleperformance has been honored by NCCA.

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 2013, it reported consolidated revenue of €2,433 million (\$3,236 million, based on €1 = \$1.33).

The Group operates 110,000 computerized workstations, with close to 149,000 employees across around 230 contact centers in 62 countries and serving more than 150 markets. It manages programs in 63 languages and dialects on behalf of major international companies operating in a wide variety of industries.



Teleperformance shares are traded on the 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

For further information, please visit the Teleperformance website at www.teleperformance.com.

CONTACT

INVESTOR RELATIONS

QUY NGUYEN-NGOC

Phone: + 331 53 83 59 87

quy.nguyen@teleperformance.com

PRESS RELATIONS

MARK PFEIFFER

Phone: +1 801 257 5811

mark.pfeiffer@teleperformance.com