

PRESS RELEASE

Teleperformance Reached Agreement to Boost its Presence in the US Market

Agreement to acquire Aegis' operations in the United States, the Philippines and Costa Rica

PARIS, JULY 9, 2014 – Teleperformance, the global leader in outsourced multichannel customer experience management, today announced that it has entered into a definitive agreement to acquire Aegis USA Inc., a major outsourcing and technology company in the United States, the Philippines and Costa Rica.

The business to be acquired represents total annual revenue of US\$ 400 million and more than 19,000 full time employees across 16 centers in the three countries, serving multiple premium clients in various key growing industries in the US market.

Daniel Julien and Paulo César Salles Vasques, respectively Executive Chairman and Chief Executive Officer of Teleperformance, said:

“We look forward to partnering with our new clients upon the closing of the transaction. We want to ensure them that the entire consolidated team is committed to serving them with dedication, professionalism and passion. We also want to thank them in advance for giving us the opportunity to become their loyal service providers.

Second, when the deal closes, we will warmly welcome to the Teleperformance family the 19,000 new employees who helped build the solid, successful relationships that we observed, and we will congratulate them upon becoming an integral part of the global CRM leader.

Third, this will be an historic transaction for the Teleperformance shareholders as this acquisition fits perfectly with our long-term strategy:

- *With this transaction, we will boost Teleperformance’s US market share, adding US\$ 400 million to our annual revenue, for a total of US\$ 4 billion in worldwide revenue on a pro-forma basis.*
- *We will significantly strengthen our presence in the healthcare, financial services, travel and hospitality verticals in the US, thereby continuing to accelerate the diversification of our business portfolio.*
- *The deal will create immediate value for Teleperformance shareholders as it will be accretive to earnings per share by above 10% starting from 2015, with consolidated EBITA margin exceeding 10%.”*

The consideration for the transaction will be US\$ 610 million at closing. Following the transaction, which is not subject to a financing condition, the Group’s consolidated debt-to-EBITDA ratio will remain below 1.

The transaction is expected to close during the third quarter of 2014, subject to receipt of certain regulatory approvals and other customary closing conditions.



CONFERENCE CALL WITH ANALYSTS AND INVESTORS

A conference call to discuss details of the transaction will be held today at 6.30p.m. CEST.

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Replay: until October 9th, 2014

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The slides of the conference call will be available live on the company website www.teleperformance.com (investor-relations/press-releases-and-documentation/other-investor-presentations/)

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).

Before this operation, 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.

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