



**Teleperformance**  
Transforming Passion into Excellence

## **PRESS RELEASE**

### *Teleperformance and data security*



**PARIS, April 17, 2015** – Teleperformance, the worldwide leader in outsourced multichannel customer experience management, wishes to bring clarification to recent media releases and to today financial analysts' reports mentioning a data security incident in a Teleperformance center in Mexico.

Teleperformance does not comment any specific situation involving a group client. It has confidentiality clauses signed with its clients that prohibit to comment any incident that may happen to a specific client.

The topic of data security breach is a current and ongoing concern shared by clients and providers all over the world. Frauds attempts have increased significantly over the last 18 months as it has been widely reported in the media. The data centers and the contact centers of companies and institutions that interact with large data bases are targeted. No matter if they are insourced or outsourced.

Teleperformance is not exception to the rule. Group management has taken the appropriate measures to reinforce its security practices and to reduce the negative impact of this phenomena. This means additional security expenses (operating expenses and capital expenditures), so an additional cost to be in business in Group's cybersociety.

After analyzing the dynamics of its entire client portfolio, Teleperformance maintains its 2015 guidance in terms of revenues and results.

First quarter 2015 revenue press release will be published on Monday April 20, 2015 after the closing of the stockmarket (instead of April 22, 2015 initially planned). The conference call will be held that day at 6:15 p.m. Paris time.

## 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 2014, it reported consolidated revenue of €2,758 million (\$3,665 million, based on €1 = \$1.33).

The Group operates around 135,000 computerized workstations, with more than 182,000 employees across around 270 contact centers in 62 countries and serving more than 160 markets. It manages programs in 75 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: STOXX 600, SBF 120, Next 150, CAC Mid 60 and CAC Support Services.

Symbol: RCF - ISIN: FR0000051807 - Reuters: ROCH.PA - Bloomberg: RCF FP

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