



Teleperformance
Transforming Passion into Excellence

PRESS RELEASE

Teleperformance Announces Approval of New Patent by United States Patent and Trademark Office

ESP™ technology solution represents an innovation in transaction security and efficiency for consumers and clients



PARIS, May 07, 2015 — Teleperformance, the worldwide leader in outsourced multichannel customer experience management, today announced an innovation that brings its customers and the market a new technology solution, ESP™. This solution accelerates the entry speed of confidential consumer data while securing the information capture process

On May 5, 2015 the Government of United States of America, through its U.S. Patent and Trademark Office, issued Teleperformance a U.S. patent for "securely and efficiently processing telephone orders" through ESP™.

For over 50 years, orders received by phone around the world were entered in the same way. With the Teleperformance ESP™ innovation, orders and payments as well as other confidential information can be captured through the phone automatically without human intervention.

In today's world, companies and consumers need to fully secure their confidential data. The new Teleperformance ESP™ system allows consumers to complete orders by telephone and provide their confidential information including payment card numbers without the risk of exposure.

In short, ESP™ greatly reduces the risk of fraud or theft of information

ESP™ also allows information to be entered more quickly and thus generates a faster, more secure and better customer experience while reducing costs for companies adopting this technology.

With ESP™, a consumer does not need to give their address or credit card number to an operator when ordering a product or requesting service. All sensitive information is transmitted through a system of secure tokens in the background using biometric information provided by the consumer.

With ESP™, Teleperformance has created a new contact center information security and customer service efficiency benchmark protected by a U.S. patent recognizing this innovation.

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

For more information: www.teleperformance.com

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