



Teleperformance
Transforming Passion into Excellence

PRESS RELEASE

Teleperformance Named a Leader for Healthcare Industry Sector Customer Management Services by NelsonHall NEAT

Company Recognized for its Ability to Deliver Current and Future Benefits for Clients and Consumers



PARIS, September 29, 2015 – Teleperformance, the worldwide leader in outsourced multichannel customer experience management, today announced that its healthcare industry sector has been recognized by the NelsonHall evaluation and assessment tool (NEAT), as a leader in two market segments: payer capability and payer cost reduction capability.

In recent years, the healthcare sector has been a major source of growth for Teleperformance. The company has over 10,000 healthcare professionals supporting more than 50 healthcare clients, spanning payers, providers, pharmaceuticals, durable medical equipment (DME) and pharmaceutical benefits managers (PBM).

“Teleperformance has a strong portfolio of clients in the U.S. payer area of CMS (Customer Management Services) healthcare support, and as a result of its acquisition of Aegis’ U.S., Philippines and Costa Rican operations, it has increased the number of healthcare clients,” said Vicki Jenkins, CMS Industry Analyst with NelsonHall. Teleperformance has proven experience in reducing cost for healthcare payers through nearshore and offshore delivery options. It has also reduced training cost for its U.S.-based healthcare payer clients through hiring agents with existing home-state licensing.”

“As the nation’s healthcare policy and delivery continues to evolve, we foresee increased business demand, and consumer need, for Teleperformance’s services,” said Paulo César Salles Vasques, Worldwide Chief Executive officer, Teleperformance Group. “Therefore, we are continuing to prioritize investment in building our healthcare expertise to best serve our clients in the U.S. and globally. It is an honor to have our efforts recognized by NelsonHall.”

NelsonHall NEAT’s scoring methodology is based on analyst assessment and feedback from vendor clients. The measurement tool consists of a two-axis model: assessing vendors against their ability to deliver immediate benefits to organizations and their ability to meet client future requirements.

The “ability to deliver immediate benefit” axis is based on detailed, quantifiable criteria, typically reflecting the current maturity of the vendor’s offerings, delivery capability, benefits achievement on behalf of clients and customer presence. The “ability to meet future client requirements” axis is also based on detailed, quantifiable criteria, but provides a measure of the extent to which the supplier is well-positioned to support the customer’s journey over the life of a contract. This includes criteria such as the level of partnership established with clients, the mechanisms in place to drive innovation, the level of investment in the service and the financial stability of the vendor.

“The healthcare landscape is fast changing with consumers, members, patients and doctors able to reach their healthcare company using many different channels,” said Jo Anne Anderson, Executive Vice President, Teleperformance Healthcare Practice. “This call for better services and engagement puts

significant pressure on healthcare companies to become more demand-driven in order to satisfy the needs of their consumers. Teleperformance has proven that it can help healthcare companies deliver excellent customer service in an efficient and effective way, across multiple channels of interaction. NelsonHall's NEAT evaluation is a quantifiable measure of our success in the healthcare sector, and we aim for continued growth, while also increasing our channel options."

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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CONTACTS

PRESS RELATIONS

MARK PFEIFFER

Tel: + 1 801 257 5811

mark.pfeiffer@teleperformance.com

INVESTOR RELATIONS

QUY NGUYEN-NGOC

Tel: + 33 1 53 83 59 87

quy.nguyen@teleperformance.com