



**Teleperformance**

Transforming Passion into Excellence

## PRESS RELEASE

### *Teleperformance Hellas Awarded Vendor of the Year 2015 by Western Union*

Excellent customer care experience and results earns first-ever distinction



**PARIS, MARCH 31, 2016** – Teleperformance, the worldwide leader in outsourced multichannel customer experience management, today announced that Teleperformance Hellas has been awarded the first-ever Vendor of the Year distinction in customer care by The Western Union Company. The team received the award during Western Union’s Global Vendor conference in Denver, Colorado, from Western Union’s President and CEO, Hikmet Ersek.

*“Teleperformance Hellas has proven to be a key strategic partner for Western Union, thanks to an outstanding performance consistently increasing customer satisfaction, all while launching 58 new projects successfully in parallel,” said Ray Weaver, Director of Workforce Management & Global Vendor Relations at Western Union. “Time and time again, the Teleperformance team stepped up and helped drive corporate initiatives that powered our company’s success in one of its best years ever.”*

Teleperformance Hellas has enjoyed a fruitful multi-year cooperation with Western Union, and supports Western Union’s customers and business partners in Europe and South America. The center is the regional headquarters for Teleperformance operations in Central Europe and the Middle East, and has received recognition for excellence from a variety of organizations. Teleperformance Hellas employs over 4,000 people and supports customers in 130 countries in 34 languages and dialects.

*“It is a great honor for Teleperformance CEMEA to have its subsidiary in Greece named ‘Western Union 2015 Global Vendor of the Year.’ This is the recognition of the hard work, innovation and commitment of the local teams to provide our clients with the best-in-class customer support throughout the network. I am proud of our teams in Greece,” said Yannis Tourcomanis, CEO Teleperformance CEMEA.*

*“The Teleperformance Hellas team makes valuable contributions to our global capabilities, reach, and proven ability to deliver high-quality service to our clients every single day,” said Paulo César Salles Vasques, Worldwide Chief Executive Officer, Teleperformance Group. “To receive this inaugural award from a company as prestigious as Western Union is a testament to their hard work, professionalism and the team’s dedication to its clients and their customers.”*

## ***ABOUT TELEPERFORMANCE***

Teleperformance (RCF - ISIN: FR0000051807 - Reuters: ROCH.PA - Bloomberg: RCF FP), 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 2015, it reported consolidated revenue of €3.4 billion (\$3.7 billion, based on €1 = \$1.11).

The Group operates 147,000 computerized workstations, with close to 190,000 employees across 311 contact centers in 65 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. They also have been included in the Euronext Vigeo Eurozone 120 index since December 2015, with regard of the Group's performance in corporate responsibility

For more information: [www.teleperformance.com](http://www.teleperformance.com)

Follow us: [Twitter @teleperformance](https://twitter.com/teleperformance)

## ***CONTACTS***

### **PRESS RELATIONS**

MARK PFEIFFER

Tel: + 1 801 257 5811

[mark.pfeiffer@teleperformance.com](mailto:mark.pfeiffer@teleperformance.com)

### **INVESTOR RELATIONS**

QUY NGUYEN-NGOC

Tel: + 33 1 53 83 59 87

[quy.nguyen@teleperformance.com](mailto:quy.nguyen@teleperformance.com)

