

## **PRESS RELEASE**

**Paris, February 28, 2024** – The Teleperformance share price has been hit hard today by a communication from a company in the financial sector announcing a high level of automation in its customer service chats.

Teleperformance management points out that the Group's current activity in no way reflects the negative conclusions in its business that could be drawn from the technological developments mentioned in this communication.

Teleperformance also points out that artificial intelligence is already widely deployed in the solutions offered by Teleperformance, essentially to manage simple processes on behalf of its clients. In addition, the Group continues to develop R&D programs, on its own and in partnership with other leading technology companies, with a view to enriching this integration and thus consolidating its position as world leader in its market.

As planned, Teleperformance will announce its results for fiscal year 2023, its outlook for 2024 and its main strategic development priorities on March 6 after the market close.

The 500 million euro share buyback program announced on August 2 is continuing. It is actively executed within the framework of current regulations given the current share price.

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## ABOUT TELEPERFORMANCE GROUP

**Teleperformance (TEP – ISIN: FR0000051807 – Reuters: TEPRF.PA - Bloomberg: TEP FP)**, is a global leader in digital business services which consistently seeks to blend the best of advanced technology with human empathy to deliver enhanced customer care that is simpler, faster, and safer for the world’s biggest brands and their customers. The Group’s comprehensive, AI-powered service portfolio ranges from front-office customer care to back-office functions, including Trust and Safety services that help defend both online users and brand reputation. It also offers a range of specialized services such as collections, interpreting and localization, visa and consular services, and recruitment process outsourcing services. With nearly 500,000 inspired and passionate people who currently speak more than 300 languages, the Group’s global scale and local presence allows it to be a force of good in supporting communities, clients, and the environment. In 2022, Teleperformance reported consolidated revenue of €8,154 million (US\$8.6 billion, based on €1 = \$1.05) and net profit of €645 million.

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: CAC 40, STOXX 600, S&P Europe 350, MSCI Global Standard and Euronext Tech Leaders. In the area of corporate social responsibility, Teleperformance shares are included in the CAC 40 ESG since September 2022, the Euronext Vigeo Euro 120 index since 2015, the EURO STOXX 50 ESG index since 2020, the MSCI Europe ESG Leaders index since 2019, the FTSE4Good index since 2018 and the S&P Global 1200 ESG index since 2017.

Visit the Group at [www.teleperformance.com](http://www.teleperformance.com).

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