



PRESS RELEASE

Teleperformance enters "Face-to-Face" Contact Services Process Outsourcing Through 50% Acquisition of TLScontact

PARIS, January 20, 2010 - Teleperformance, the # 1 global leader managing the customer experience in the outsourced contact centers market, enters the "face-to-face" contact center market, through the 50% acquisition of TLScontact.

TLScontact currently operates outsourced face-to-face visa processing application centers for public services and governments in Europe, Asia, North Africa, and the Middle East. A proprietary suite of interaction management software is utilized to provide step-by-step procedural control under the highest standards of security.

Daniel Julien and Jacques Berrebi, Teleperformance global leaders, commented:

"Teleperformance is the worldwide leader in the contact center market and today most of our interactions are done over the phone and on the web. Our real expertise is to effectively manage the customer and citizen experience for our clients, both in the private and public sectors. This expertise is deployed across all media, which is why we have a natural interest in face-to-face contact centers."

Teleperformance discovered the high level of professionalism, efficiency, and data security of the TLScontact outsourced solutions and how they are able to significantly improve the "visa process" to facilitate the work of the embassies. Therefore, we decided to partner with them to help TLScontact boost its own development."

Bertrand Weisgerber, a TLScontact managing partner, added:

"TLScontact provides safe and efficient solutions to its clients thanks to its proprietary, dedicated suite of interaction management software, and to its expertise in data security management, including encrypting, privacy protection, biometrics, control systems.

The solutions implemented for our existing clients receive an extremely high index of satisfaction, and we operate not only in the field of the visas processing, but in all kind of "face-to-face" process outsourcing. For example, we very recently organized the H1N1 vaccination system for the expatriates of a European government.

When we decided to find a partner to grow significantly faster, our natural first choice was Teleperformance. We are extremely confident that the combination of Teleperformance global strength and our very specific expertise will bring the most attractive and reliable solutions to address the evolving needs and opportunities of our market."



ABOUT TLSCONTACT

TLScontact has been developing for a few years a new and innovative concept of Customer Relationship Management, aimed to facilitate the relation between an individual and an institution, wherever there is need to establish a face-to-face contact, through dedicated service centers.

Both the individuals, who get a personalized high-class service, and the institutions that get significant productivity gains, take full advantage of TLScontact approach.

As an example, TLScontact is the leading European company in delivering visa application services to diplomatic missions in Asia, Middle East and North Africa. Such activity request a high level of security (biometrics capture, personal data collection, passport handling...), combined with a seamless sense of service.

TLScontact aims to develop its innovative approach for local and central government agencies, health, utilities, as well as large private organizations all over the world.

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ABOUT TELEPERFORMANCE

Teleperformance (NYSE Euronext Paris: FR 0000051807), the # 1 global leader in managing the customer experience in the outsourced contact center market, has been serving companies around the world rolling out customer acquisition, customer care, technical support and debt collection programs on their behalf. In 2008, the Teleperformance Group achieved €1.784 billion revenues (US\$2.6 billion – average exchange rate at December 31,2008: €1 = US\$1.46).

The Group operates about 82,000 computerized workstations, with more than 100,000 employees (Full-Time Equivalents) across 268 contact centers in 49 countries and conducts programs in more than 66 different languages and dialects on behalf of major international companies operating in various industries.

www.teleperformance.com

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