

Teleperformance – Financial Meeting to be held on May 21, 2008

2007: Strong Growth Rate and Improved Profitability Ratios

2008: Annual objectives revised upwards

- **Revenues:**
 - *Based on published data:* + 9.5%
 - *On a comparable basis*:* + 7.5%
- **Net Profit, Group Share:** + 17%

*excluding foreign exchange and scope of consolidation effects

2007: STRONG GROWTH RATE IN BUSINESS VOLUMES AND IMPROVED PROFITABILITY RATIOS

◇ Financial data

Condensed Consolidated Data	12/31/2007	12/31/2006	Increase
In millions of euros			
Revenues	1,593.8	1,385.2	+15.1%
Net Operating Profit	159.3	131.3	+21.3%
Operating Margin Rate	10%	9.5%	
Net Profit	101.4	74.1	+36.8%
Net Profit, Group Share	98.3	70.9	+38.6%
Internally generated funds from operations	177.0	142.2	+38.5%
Net Cash Assets / Net Financial Indebtedness	132.4	128.0	

- The Group's consolidated revenues, based on published data, amounted to €1,593.8 million, increasing by 15.1%.

On a comparable basis (excluding foreign exchange and scope of consolidation effects), the Teleperformance Group recorded an annual organic growth rate of 8.5%. Such increase was generated throughout the network as follows:

- NAFTA region:	+ 12.0%
- Europe:	+ 8.1%
- ROW:	+ 2.8%

- The Group's Net Operating Profit amounted to €159.3 million, an increase of over 21% compared to 2006, exceeding the growth rate in revenues. The Operating Margin Rate (*) increased in accordance with the objectives initially set out. The Group recorded a 10% rate in 2007, versus 9.5% in 2006 and 8.9% in 2005.
- The Net Profit, Group Share, amounted to €98.3 million, versus €70.9 million at December 31, 2006, representing an increase of 38%. Net diluted earnings per share amounted to €1.75.
- The Group's financial position was particularly strong:
 - In 2007, internally generated funds from operations amounted to €177 million, versus €142.2 million in 2006.
 - At December 31, 2007, the Teleperformance Group benefited from a positive net cash flow of €132.4 million, versus €128 million in 2006.

(*) Net Operating Profit / Revenues

◇ Operating Activities

In terms of sales and positioning strategy, 2007 was a year of sustained business development for Teleperformance.

Such growth had an incidence at different levels:

- An unmatched worldwide presence as the world's leading provider of CRM solutions with the largest footprint in this industry (operating in 45 countries), which may be described as follows :

Revenues %

- EMEA region	52%
- North America	38%
- Rest of the World	10%

The amount of revenues generated through international clients (operating in several countries) has strongly increased and stood for 54.2% of the Group's 2007 revenues.

- A suite of fully integrated service solutions designed to create customer value and optimize clients' business economic models

- Onshore solutions
- Nearshore solutions
- Offshore solutions
- Automation and Homeshore solutions

- An added value based on:

- Human Capital Resource Management, which is our main source of added value
- Information and Technology, combining innovation et security practices
- Operational processes, through the implementation of operational procedures and standards

- A complete service offer dedicated to the Customer Relationship chain

Revenues %

- Customer Care: 49%
- Technical Assistance: 22%
- Customer Acquisition: 21%
- Debt Collection: 4%
- Other: 4%

- Inbound-oriented operations now representing 71% of the Group's overall operations

- A very diversified client base

Revenues %

- Top client 9.7%
- Top 5 27.9%
- Top 10 38.1%
- Top 50 69.7%
- Top 100 79.9%

- An increasingly diversified client portfolio: the Group has strengthened its presence in the IT (+3%) and Energy/Utilities (+2%) sectors.

Revenues %

- Telcos 39.8%
- ISPs 13.3%
- Financial Services 10.6%
- IT / Media 10.6%
- Insurance 6.1%
- Public Services 3.5%
- Consumer Electronics 3.2%
- Energy/Utilities 2.6%
- Other 10.3%

- **The clear leader in security practices**

Market analysts Frost & Sullivan presented Teleperformance with the 2008 North American Contact Center Outsourcing Industry Innovation & Advancement of the Year Award. This Award is in recognition of Teleperformance's **solid IT security foundation** (network, applications and desktops) and **industry-leading security organization**, which includes Payment Card Industry (PCI) certification and **the use of information security best practices** as part of an ongoing commitment to excellence in serving clients in this vital area.

2008: OBJECTIVES REVISED UPWARDS

- ◇ **1st Quarter 2008: A very sustained business activity, exceeding the annual objective**

- The Teleperformance Group's consolidated revenues for the 1st quarter 2008, **based on published data**, amounted to **€411.7 million**, an increase of **+22.4% compared to the 1st quarter 2007**. Revenues have been strongly impacted by the rise of the Euro against most currencies and in particular the US Dollar and the Pound Sterling.

If not considering the foreign exchange effect, the Group's revenues increased by 30.1%.

Excluding foreign exchange and scope of consolidation effects, the Group achieved a 8.5% organic growth rate throughout the network, despite the negative base effect related to the termination of the Brazil Telecom contract at the end of November 2007.

- **Key highlights in the 1st quarter 2008:**

- **Strong business development in the US**

The Group's business activity was still very sustained across the NAFTA region in the 1st quarter 2008 despite a more uncertain economic environment. In this region, the **organic growth rate was 17.8%, which is comparable** to that recorded in the 4th quarter 2007.

This significant growth can be explained by the Group's **strong business development** in North America.

Early 2008, the US subsidiary **Teleperformance USA** signed a series of **5 multi-year contracts** with major US companies operating in the **IT, media and healthcare industries**.

In addition, in the 1st quarter, TP USA also successfully completed its negotiations with its **major client**. These negotiations ended up with the **extension of the contract** binding on both companies for a **further 3-year period**.

- **Management Reorganization**

Further to Christophe Allard's resignation, **Jacques Berrebi** was unanimously appointed **Chairman of the Board of Directors** by the Supervisory Board chaired by **Daniel Julien**.

It was also decided that the overall **operational management** would be grouped under the same management entity that is **Teleperformance Group Inc.**, a fully-owned US subsidiary whose Chairman and CEO are respectively Jacques Berrebi and Daniel Julien.

Such reorganization will contribute to a **better coordination** to assist and lead the whole network to make **major decisions** for consistent **global business development, IT choices and operational process implementation**.

- **Sale of non-core operations**

In January, the Teleperformance Group sold all its interests in its last two subsidiaries in the Marketing Services Division. Both companies were deconsolidated as of January 1, 2008. In 2007, they achieved €8 million annual revenues.

This sale was the last step in a series of transactions that were part of the policy initiated in 2003 aiming at the Group's total disinvestment from Marketing Services operations in order to refocus on its core business: the Contact Center operations.

◇ **2008 Objectives:**

Our objectives are as follows:

▪ **For the 1st Semester 2008:**

Based on €1 = US\$1.53

- Revenues: + 15%, based on published data
+ 8.5%, on a comparable basis (excl. foreign exch. and scope of consolidation effects)
Close to €850 million
- Net Operating Profit(*): exceeding 10% of the revenues
Included between €85 and €87 million
- Net Profit, Group Share(*): + 22% compared to 2007
Included between €55 and €57 million.

▪ **For 2008**

Based on €1 = US\$1.55

- Revenues: + 9.5%, based on published data
+ 7.5%, on a comparable basis (excl. foreign exch. & scope of consolidation effects)
Included between €1,740 and €1,750 million
- Net Operating Profit(*): 10.4% of revenues
Close to €182 million (10% in 2007)
- Net Profit, Group Share(*): + 17% compared to 2007
Close to €115 million.
- Net diluted earnings per share: €2.02 vs €1.75

To be noted that the objectives for 2008 have been updated based on a €1 = US\$1.55 exchange rate, versus the previous objectives that had been defined based on a US\$1.47 exchange rate. Based on published data, this represents a negative impact of €25 million on consolidated revenues.

(*) including the allocation of bonus shares and extraordinary items

- ◇ Payment of a dividend of €0.44 per share

During the Combined General Meeting on June 3, 2008, shareholders shall decide upon a dividend of €0.44 per share (+19%), which payment date will be June 9, 2008.

- ◇ Next publications

Ordinary General Meeting: June 3, 2008
2nd Quarter Revenues: August 6, 2008.

ABOUT TELEPERFORMANCE

Teleperformance (NYSE Euronext: FR 0000051807), the **world's leading provider** of outsourced CRM and contact center services, has been serving companies around the world rolling out customer acquisition, customer care, technical support and debt collection programs on their behalf. In 2007, the Teleperformance Group achieved €1.593 billion revenues (US\$2.182 billion – exchange rate at December 31, 2007: €1 = US\$1.37).

The Group operates nearly **75,000 computerized workstations, with more than 83,000 employees (Full-Time Equivalents) across 281 contact centers in 45 countries** and conducts programs in 66 different languages and dialects on behalf of major international companies operating in various industries.

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