

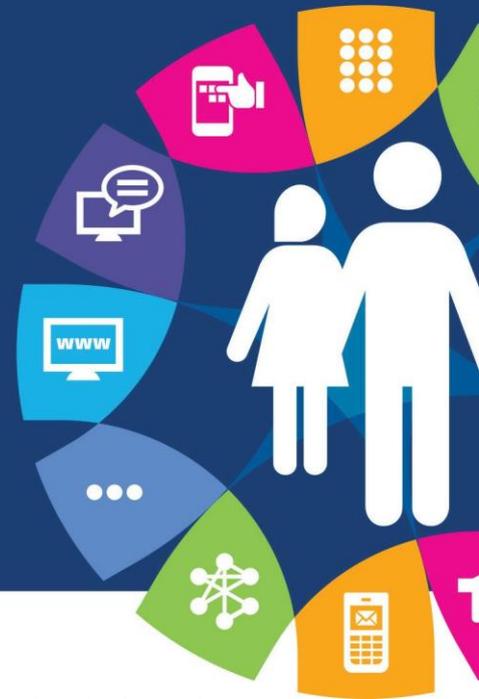


**Teleperformance**  
Transforming Passion into Excellence

## PRESS RELEASE

### *Teleperformance Named 2015 Vendor of the Year by UnitedHealthcare M&R Service Group*

Award recognizes overall performance, ability to scale, flexibility  
and innovation



**PARIS, September 17, 2015** – Teleperformance, the worldwide leader in outsourced multichannel customer experience management, today announced that it has been selected by UnitedHealthcare Medicare and Retirement (M&R) Service Group as the Vendor of the Year for 2015 based on its best overall performance (stack ranked), ability to scale, flexibility and innovation. This is the second consecutive year Teleperformance has accepted this award from UnitedHealthcare, and four alternate Business Process Outsourcing (BPO) companies were in the running in 2015.

Teleperformance currently supports UnitedHealthcare in eight U.S. sites, including Port St. Lucie, FL; Fairmont, WV; Joplin, MO; Dallas and Killeen, TX; Hobart, IN; Columbus, OH and Sierra Vista, AZ. Throughout these cities the global BPO has 1,100 dedicated team members and scales up to 2,700 during the client's peak time for open enrollment.

*“As one of the only BPOs in the industry with the capabilities to scale at our rate, Teleperformance continues to be an innovative leader in operations and team management,” said John Brown, Executive Vice President, Enterprise Division, Teleperformance, and executive responsible for UnitedHealthcare. “With the rapid changes in healthcare, consumers are gaining more control over healthcare decisions and are now finding themselves in need of support directly from the providers. As the healthcare landscape changes and consumers with unanswered questions increase, we continue to provide our clients with the training and support they need to meet the increasing demand.”*

**Jeff Balagna, CEO of English Speaking World and Asia Pacific for Teleperformance added:** *“I want to thank UnitedHealthcare for this great acknowledgement of the effectiveness and results performance of our team. This work requires great precision and commitment and so I also want to thank and congratulate all the members of our UnitedHealthcare team for their critical daily delivery of an outstanding consumer experience on each and every interaction. We are proud to make a positive difference in peoples' lives and we remain totally committed to ongoing performance excellence.”*

*“Teleperformance operates a large and successful global healthcare support business and healthcare consumers' expectations are constantly evolving. To ensure consistent excellence, we dedicate our efforts to make sure we meet these expectations every day, both in the U.S. and around the world,” said Paulo César Salles Vasques, Worldwide Chief Executive Officer, Teleperformance Group. “By developing new channels of communication with advanced analytics technology and best practices support methods, we deliver a uniquely advanced solution consisting of our deep global industry healthcare expertise and ongoing data-rich research and analysis. We are again honored to be recognized by UnitedHealthcare as their Vendor of the Year. The strength of this partnership is a testament to both our strategic expertise and our capabilities to deliver at crucial moments and important peak times, such as open enrollment.”*

## **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

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

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