



Teleperformance
Transforming Passion into Excellence

PRESS RELEASE

Agreement by Teleperformance to Acquire LanguageLine Solutions LLC

Teleperformance will boost its presence
in high-end business process outsourcing services in the US, Canada and the UK



PARIS, August 22, 2016 – Teleperformance, the worldwide leader in outsourced omnichannel customer experience management, today announced that it has entered into a definitive merger agreement to acquire LanguageLine Solutions LLC from ABRY Partners and minority equity owners.

LanguageLine Solutions is the US market leader in over-the-phone and video interpretation solutions to a wide range of organizations in the healthcare, insurance, financial services, communications and government sectors. Founded in 1982 and headquartered in Monterey, California, LanguageLine Solutions had revenue of US\$388 million and adjusted EBITDA of US\$147 million in 2015.

Daniel Julien, Executive Chairman of Teleperformance, and Paulo César Vasques, Teleperformance Chief Executive Officer, commented: *“LanguageLine Solutions delivers mission critical services to a large array of clients in verticals that we already service in customer service and technical support. It is a superb organization that supports 25,000 clients across the US, Canada and the UK in more than 240 languages with a sophisticated growing network of approximately 8,000 interpreters. This acquisition will reinforce and boost Teleperformance’s global leadership as a provider of high end value-added services, and will positively impact Teleperformance’s profitability profile. We intend, together with LanguageLine Solutions’ seasoned leadership team, to gradually expand these lines of service across Teleperformance’s geographic footprint.”*

“When completed, the deal will create immediate value for Teleperformance shareholders as it is expected to be accretive to earnings per share by around 10% on a pro forma basis for 2016”, they added.

Peggy Koenig, Managing Partner and Co-CEO at ABRY Partners, said: *“LanguageLine has been a long-held and important investment for ABRY. Management has grown revenue, diversified the product lines and increased profitability meaningfully over the course of our investment, and we are thrilled that the Company has found a perfect home within Teleperformance. We wish the management team and Teleperformance continued success going forward.”*

“I would like to heartily thank ABRY Partners for having been such great shareholders, supporting LanguageLine’s mission of enabling communications in order to empower relationships as well as our aggressive growth strategy. We know that Teleperformance, with its global culture and footprint, is the perfect partner to help us write a great new chapter in the history of the language access solutions industry. The LanguageLine leadership team is excited to join the Teleperformance group in order to expand the reach of our business and to help us to continue to provide total and complete client satisfaction”, added Scott W. Klein, LanguageLine Solutions Chief Executive Officer.

The consideration for the transaction will be US\$1,522 million at closing. The acquisition will be fully financed through a debt financing provided by Crédit Agricole, HSBC and Société Générale. Paul Hastings LLP and Linklaters LLP acted as legal advisors to Teleperformance in conjunction respectively with the acquisition and the financing.

Credit Suisse and Morgan Stanley acted as financial advisors to LanguageLine Solutions on the transaction and Kirkland & Ellis LLP acted as legal advisor.

The transaction is expected to close before year end, subject to receipt of certain regulatory approvals and other customary closing conditions.

DISCLAIMER

All forward-looking statements are Teleperformance management's present expectations of future events and are subject to a number of factors and uncertainties that could cause actual results to differ materially from those described in the forward-looking statements. For a detailed description of these factors and uncertainties, please refer to the section "Risk Factors" section of our Registration Document, available at www.teleperformance.com. Teleperformance undertakes no obligation to publicly update or revise any of these forward-looking statements.

CONFERENCE CALL WITH ANALYSTS AND INVESTORS

A conference call to discuss details of the transaction will be held today at 2pm CEST.

Dial-in-number:

FR: +33 (0)1 76 77 22 29
UK: +44 (0)20 3427 1913
USA: +1 212 444 0895

Access code: 2005727

The slides of the conference call will be available live on the company website www.teleperformance.com (investor-relations/press-releases-and-documentation/other-investor-presentations/).

The replay of the conference call will be also available on the company website www.teleperformance.com (investor-relations/press-releases-and-documentation/other-investor-presentations/) from August 23, 2016, at 9am CEST.

INVESTOR CALENDAR

Third-quarter 2016 revenue: Monday, November 14, 2016

ABOUT TELEPERFORMANCE

Teleperformance (RCF - ISIN: FR0000051807 - Reuters: ROCH.PA - Bloomberg: RCF FP), the worldwide leader in outsourced omnichannel 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

ABOUT LANGUAGELINE SOLUTIONS®

LanguageLine Solutions is the global leader in innovative language access solutions for more than 34 years. Its latest innovation, Olympus, is an award-winning cloud-based language access platform that is redefining on-demand language delivery. It provides the highest quality phone, InSightSM video remote, and onsite interpreting, translation and localization, as well as bilingual staff and interpreter testing and training. Trusted by more than 25,000 clients to enable communication in any situation with the growing limited English proficient and the Deaf and Hard-of-Hearing populations, LanguageLine Solutions delivers the industry's fastest and most dependable access to highly trained and professional linguists in more than 240 languages, 24/7/365. LanguageLine Solutions facilitates more than 32,000,000 phone, video, and onsite interactions each year; a new connection every second.

For more information: www.languageline.com

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