



Teleperformance

Transforming Passion into Excellence

Letter to shareholders

APRIL 2015

2014 KEY FIGURES

REVENUE

+9.9%*

€2,758 m

*like-for-like

RECURRING EBITA
MARGIN (% OF REVENUE)

9.7%

€267 m

DIVIDEND PER SHARE
submitted at the Annual General
Meeting on May 7, 2015

+15%

€0.92



Dear shareholders,

We are very happy to highlight our 2014 results for several reasons.

First, your Group had another record year in 2014, outperforming the market with like-for-like revenue growth of nearly 10%.

This performance reflects good overall market conditions, the continued sound management of the business, and seamlessness in our executive transition plan and, more generally, in the overall transition to our new generation of leaders.

The acquisition of Aegis USA Inc., in August 2014, firmly entrenches us as a top-tier US market player and gives us additional capabilities in several key vertical segments for future growth. This move adds US\$400 million in revenue and more than 20,000 people.

A dividend payment of €0.92 per share, up 15% compared to last year, will be submitted to you for approval at the next Annual General Meeting to be held on May 7, 2015 in Paris.

We are a team. Together, our remarkable journey continues in an increasingly digital world shaped by omnichannel interactions around the clock.

We thank each of you for your support and your ongoing trust in Teleperformance. We are counting on your active participation at the Annual General Meeting. Your vote is vital for the governance of your Group.

Daniel Julien and Paulo César Salles Vasques

2014 ANNUAL RESULTS
& 2015 OUTLOOK. page 2

STRATEGY
& NEWS. page 3

SHAREHOLDER
INFORMATION. page 4

The worldwide leader in outsourced multichannel customer experience management

Fonded in
1978

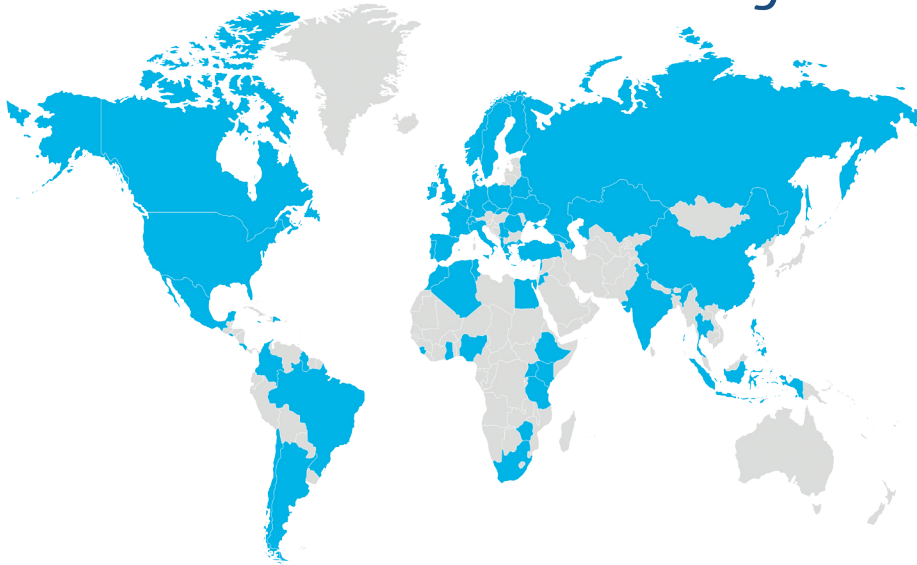
182,000
employees

Operations in
62 countries

2014 revenue
€2.8 billion

135,000
workstations

Teleperformance, the worldwide leader in outsourced multichannel customer experience management, serves companies around the world by managing with the highest efficiency their customer care, technical support, customer acquisition, debt collection, social media, analytics and BPO non-interaction solutions.



"The five Teleperformance values are the pillars of our corporate culture, and guarantee the excellence of our services and solutions."



Cosmos | Integrity
Absolute. Harmonious. Universal.



Earth | Respect
Deep. Nurturing. Abundant.



Metal | Professionalism
Crafted. Solid. Reliable.



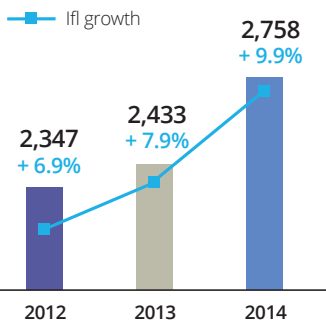
Air | Innovation
Inspiring. Renewing. Dynamic.



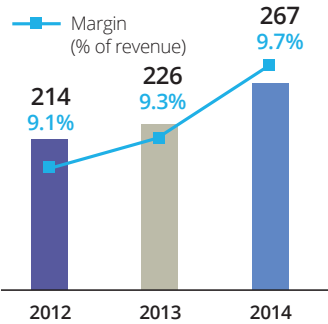
Fire | Commitment
Steady. Strong. Radiant.

2014 Annual Results

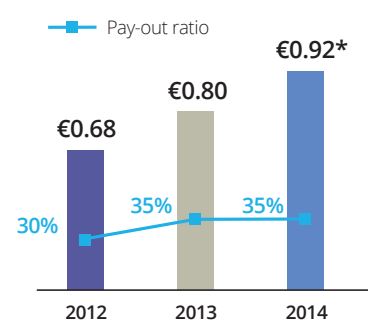
Revenue (€M)



Recurring EBITA (€M)

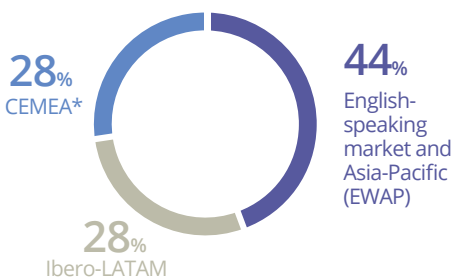


Dividend per share (€) Pay-out (%)



*Submitted to shareholders for approval at the Annual General Meeting on May 7, 2015

Revenue mix in 2014



*Continental Europe, Middle East and Africa

Perspectives 2015

Led by its recent strategic investments, in particular in North America and the Philippines, the initiatives deployed to strengthen its presence in new industries, and the still buoyant demand in its markets, Teleperformance expects to deliver another year of growth in 2015, with the following full-year targets:

- Like-for-like revenue growth of at least 7%.
- A further improvement in the EBITA margin before non-recurring items to at least 10.3%.

Strategy

Enhanced global leadership

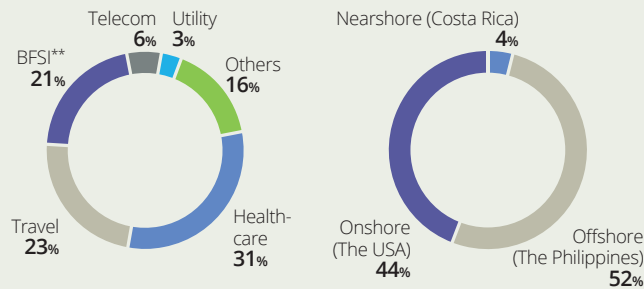
AEGIS USA INC. ACQUISITION, A PERFECT FIT WITH TELEPERFORMANCE'S STRATEGY

On August 7, 2014, Teleperformance acquired Aegis USA Inc., a leading player in client services in the United States, the Philippines and Costa Rica.

With more than 20,000 employees and annual revenues of approximately US\$400 million, this acquisition strengthens Teleperformance's footprint to serve the growing US market. The English-speaking market and Asia-Pacific region (EWAP) should represent around 50% of total revenue in 2015.

Teleperformance is also diversifying its client portfolio. Aegis USA Inc. has an extensive portfolio of premium clients in key growth segments of the US market, including

Aegis USA Inc. Revenue* by Verticals and by Delivery locations



*2013 figures. **BFSI: Bank, Financial services & Insurance

healthcare, financial services, hotels and travel agencies. The acquisition also creates value

for its shareholders, by driving an increase in Group earnings per share in 2015 of more than 10%. ■

Security: a key challenge

TELEPERFORMANCE DATA SECURITY TOOLS



Lapa site in Sao Paulo (Brazil) – PCI certified

In an even more digital market place, making it sometimes unstable, Teleperformance represents a trusted security standard to its clients.

With a dedicated team of more than 100 specialists around the world, the Group has developed a set of data security

procedures known as Global Essential Security Policies (GESP) to ensure compliance with local legislation, clients' security needs and certification requirements such as PCI, the global security standard for companies that store, process or transmit data. Group sites

are audited regularly to assess their security level.

The Teleperformance Global Security Council continues to enhance its security measures each year to enable the Group to address new and emerging risks.

Teleperformance Observer

The Group has developed a dedicated security application called TP Observer that uses algorithms to detect suspicious activity and issue alerts. Users can listen to live calls while viewing contact floor activity. This tool has been set up in the new virtual briefing center in Dubai, which opened in March 2015. ■

News

OCTOBER 14, 2014

Teleperformance wins 2014 Grand Prize in the Consumer Services category for the transparency of its regulatory communication

OCTOBER 21, 2014

Teleperformance is recognized by the 2014 Aon Hewitt Best Employers™ Program

OCTOBER 31, 2014

As part of the Citizen of the World initiative, employees contributed nearly US\$4 million in cash and donations and volunteered as many hours



JANUARY 27, 2015

Teleperformance announces the expansion of its global footprint to Georgetown, Guyana

MARCH 5, 2015

Teleperformance bolsters market leadership with the opening of the new virtual center in Dubai

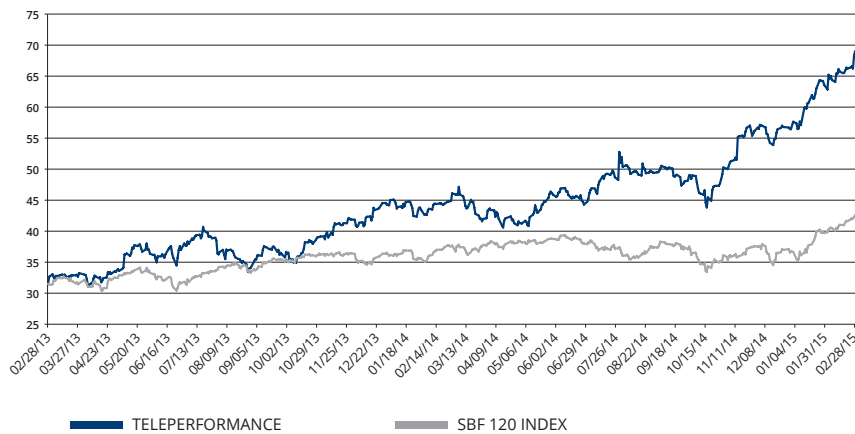
MARCH 24, 2015

Teleperformance opens a new site in Surinam



Shareholder information

TELEPERFORMANCE SHARE PRICE PERFORMANCE (IN €) OVER THE LAST 2 YEARS COMPARED TO SBF 120* (AS OF FEBRUARY 28, 2015)



* Based on the Teleperformance share price as of February 28, 2013.

General Meeting on May 7, 2015

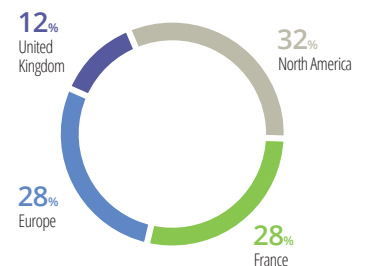
A Combined Shareholders' Meeting will be held on Thursday May 7, 2015 at 3 pm (Paris time) at 21-25 rue Balzac, 75008 Paris, France.

More information is available on the Teleperformance website: www.teleperformance.com (Investor relations/General Meeting)

Shareholding structure

Daniel Julien, Executive Chairman and Group's founder holds 1.4% of the company's share capital and institutional investors from around the world hold 86%*.

GEOGRAPHICAL BREAKDOWN OF INSTITUTIONAL SHAREHOLDERS*



* As of 09.30.2014

2015 INDICATIVE AGENDA

APRIL 22	MAY 7	MAY 19	MAY 21	JULY 28	NOVEMBER 12
Q1 2015 REVENUE	ANNUAL GENERAL MEETING	EX-DIVIDEND DATE	DIVIDEND PAYMENT	FIRST-HALF 2015 RESULTS	Q3 2015 REVENUE

LISTING REFERENCES

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

In figures

OUTSTANDING NUMBER OF SHARES AS OF 02.28.2015

57,201,690

MARKET CAPITALIZATION AS OF 02.28.2015

€3.9 billion



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