Advanced Customer Support for Digital-First Payment Processing

Take your business to the next level with digitally integrated business services tailored to make each customer interaction simpler, faster, and safer.

End-to-End Solutions for the Crypto and Fintech Industries

As consumers are poised to decide their payment strategies for the future, disruptive brands need to make transactions simple and seamless.

Payments
Boost payment processing, client onboarding, payment disputes, wealth management, regulatory reporting, chargebacks, and issuer/process management.

Customer checks
Ensure secure interactions throughout the customer authentication process: onboarding KYC checks, KYC refresh, sanctions/screening, AML, and transaction monitoring.

Finance and accounting
Fintech services across procure-to-pay, order-to-cash, record-to-report, collections, and payroll processes.

Customer support
Deliver world-class customer engagement across all channels and support touchpoints including fraud and alert management, dispute resolution, complaint management, collections, and general inquiries.

Back-office services
Integrate critical business functions to optimize business performance and ensure consistency across back-office functions like data entry, vendor management, reconciliation, sales fulfillment, HR functions, and more.

Powering the Crypto Market

Adapt your business to the fast-growing crypto market with our advanced, intelligent solutions:

- AML and KYC due diligence
- Fraud prevention
- Voice and chat support
- Innovation and incubation
- Analytics and benchmarking
- Sanctions screening
- Acquisition

- Program management
- Onboarding and training
- Risk and compliance
- Settlement and collections
- Sourcing and vendor management
- Digital environment security
- Content moderation

- Ad moderation and monetization
- App development support
- Identity access
- Blockchain smart contracts
- Embedded crypto services
- Loyalty and rewards
- Servicing bridge

Let's lead these emerging markets together:

- **Exchanges**
- **Custodians**
- **NFT marketplaces**
- **Wallets and payments**
- **Blockchain applications**
- **Social and gaming**

Teleperformance powers the world's most disruptive brands.

Why Teleperformance?

Unmatched CX expertise
With over four decades of elevating CX in the banking and financial services industry, Teleperformance delivers the seamless and secure services your customers need and expect.

Best-in-class security
We ensure end-to-end security policies, processes, and protocols that proactively detect and mitigate fraudulent activities and data breaches.

Teleperformance
each interaction matters