

## PRESS RELEASE

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# Jonas Berggren new CEO for Teleperformance Nordic

**Jonas Berggren will become new Nordic CEO after five years as Business Development and Marketing Director at Teleperformance Nordic. Jonas has also held the role as Country Manager for Sweden over the past year.**

- I feel really excited to have the opportunity to lead Teleperformance Nordic. During my years as a Business Development and Marketing Director, I have come to know both the market and the organization well and believe that my experience will be very useful in the process of developing Teleperformance further in the Nordic region, says Jonas Berggren.

The market for outsourced customer service solutions is growing, but the great potential is in the so called in house-market as today only 10-15 per cent of all customer service is handled by external providers today. Furthermore, rapid development in terms of smartphones and apps will shape the future of customer experiences.

- Our employees have over 25 million interactions every year with customers and their knowledge is a real treasure for us that we take great care of and relay in an intelligent manner to our clients. There is also great potential to develop more collaborations, says Jonas Berggren, CEO at Teleperformance Nordic.

Prior to his time at Teleperformance, Jonas Berggren has held several leading roles at different companies, including managing the customer service at Telia Sonera.

- During his years at Teleperformance, Jonas has shown that he has a great drive and puts customers at the center which is key for a company working with customer service. He has 20 years of leadership experience from various industries and I am convinced that he has what it takes to lead Teleperformance Nordic into the future, says Norbert van Liemt, Chairman of Teleperformance Nordic.

### For more information

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### ABOUT TELEPERFORMANCE

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 2013, it reported consolidated revenue of €2,433 million (\$3,236 million, based on €1 = \$1.33). The Group operates 110,000 computerized workstations, with close to 149,000 employees across around 230 contact centers in 62 countries and serving more than 150 markets. It manages programs in 63 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: SBF 120, STOXX 600 and France CAC Mid & Small. Symbol: RCF -ISIN: FR0000051807 - Reuters: ROCH.PA -Bloomberg: RCF FP. [www.teleperformance.com](http://www.teleperformance.com).