



Press Release

iZettle and Teleperformance extend partnership

Teleperformance, the global leader in customer experience management, and iZettle, the Swedish mobile payment solution company, have agreed to expand their global customer support services agreement.

STOCKHOLM, 4 MARCH 2015 - Teleperformance announced that iZettle has expanded its customer service agreement to support iZettle's customers in the UK, Spain, Germany, The Netherlands, Mexico, Brazil, Finland, Norway, Denmark and Sweden.

Under the new agreement, Teleperformance will be iZettle's partner in supporting these markets within on-boarding, technical support and customer service.

"We are very proud to be part of the worldwide payment revolution that iZettle is leading and we look forward to supporting iZettle customers in any market that iZettle chooses to enter," said **Daniel Pérez, Business Development Director Sweden** at Teleperformance Nordic.

Teleperformance Nordic and iZettle started its partnership in Portugal in 2013, where Teleperformance implemented a team to support iZettle's customers in the UK, Germany and Spain. The team was swiftly expanded to also support Mexico and Brazil, as iZettle entered these new markets.

"Teleperformance globally has a strong background in servicing companies within the financial services industry, including several Fortune 500 banks and credit card companies. We also help Nordic companies within the payments segment to achieve strong relationships with their customers," commented **Jonas Berggren, CEO at Teleperformance Nordic**. *"This new and expanded agreement with iZettle demonstrates how we can grow with our client as a partner and how our global footprint can help Nordic companies be successful around the world."*

iZettle, which was founded in 2010, makes game-changing payment services and apps – from card readers for smartphones and tablets, to registers and tools that help small businesses increase their sales.

"At iZettle we aim to offer world-class customer services, and our collaboration with Teleperformance has been instrumental in that effort," said **Hannah Meiton, Vice President of Sales** at iZettle.

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 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.

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