



Teleperformance
Transforming Passion into Excellence

PRESS RELEASE

Vattenfall partners with Teleperformance Nordic



STOCKHOLM, May 20, 2015 – Teleperformance Nordic, part of the global Teleperformance Group, announced that it has secured an agreement with the Swedish energy giant Vattenfall to handle its entire customer service enquiries for Finland.

“We are delighted to partner with Vattenfall and look forward to supporting their strategy for a strengthened customer focus and customer centric approach,” said **Maarit Laaksonen, Country Director Finland at Teleperformance Nordic**. *“I believe that our strong background in customer experience management will create a good foundation for mutual success in terms of business growth, operational excellence and customer experience.”*

Vattenfall, which is one of Europe’s largest generators of energy and the largest producer of heat, has operations in Sweden, Denmark, Finland, Germany, The Netherlands, UK and France.

“Vattenfall is aiming for more satisfied customers, increased market share and decreased operational costs in the Finnish market,” said **Hannu Kostiainen, Chief Executive Officer Vattenfall Finland**. *“In order to take an important step in that direction, we have signed a contract with Teleperformance for Customer Service”.*

“The energy and utilities industry is at a critical stage of structural change and transformation from being viewed as a general commodity provider to a service provider that impacts many areas of a consumer’s lifestyle and experiences,” commented **Linda Persson, Chief Commercial Officer at Teleperformance Nordic**. *“We are pleased to welcome Vattenfall as a client and look forward to providing their customers with the best possible experience.”*

Vattenfall has approximately 13 million customers. It is headquartered in Stockholm, Sweden and employs more than 30 000 people.

Teleperformance interacts with 35% of the global population annually and are currently working with industry-leading utilities companies around the world.

ABOUT TELEPERFORMANCE GROUP

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.

Symbol: RCF - ISIN: FR0000051807 - Reuters: ROCH.PA - Bloomberg: RCF FP

For more information: www.teleperformance.com
Follow us: [Twitter@teleperformance](https://twitter.com/teleperformance)

CONTACTS

LINDA PERSSON
CCO, TELEPERFORMANCE NORDIC
linda.persson@se.teleperformance.com

MAARIT LAAKSONEN
COUNTRY DIRECTOR, FINLAND
maarit.laaksonen@fi.teleperformance.com