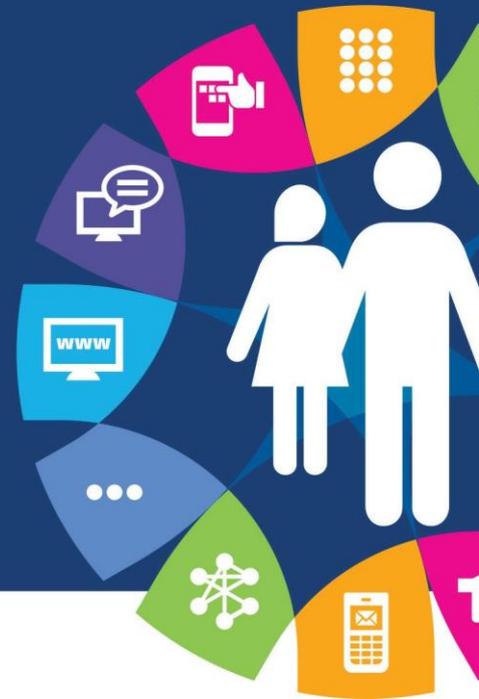




Teleperformance
Transforming Passion into Excellence

PRESS RELEASE

Fashion retailer Lindex partners with Teleperformance Nordic



STOCKHOLM, May 12, 2015 – Teleperformance Nordic, part of Teleperformance Group, the global leader in customer experience management, announced that it has secured an agreement with Lindex to handle all of the retailer’s customer service enquiries for its Online Shop in Sweden, Finland, Norway and the United Kingdom.

“In the past few years Lindex e-commerce business has grown at a fast pace. We believe that this will accelerate even more in the future with our Omni channel and expansion strategy; in March we launched the first Lindex store in the United Kingdom, Westfield Stratford City,” said **Cécile Anthyme-Grahn, Interactive Concept Manager at Lindex**. *“It has been key for Lindex to find a global partner in customer experience management, which can support us in this growth and secure an excellent service for our customers. We want to offer a world-class fashion experience and believe that Teleperformance has what is required to help us deliver this to our customers.”*

Lindex, which is one of the leading fashion retailers in Europe, has nearly 500 stores and an online shop covering 28 countries.

“We are pleased to welcome Lindex as a client and look forward to developing the relationship into a first class omni-channel solution; providing Lindex customers with the best possible experience,” said **Daniel Pérez, Business Development Director Sweden at Teleperformance Nordic**. *“I firmly believe that satisfied and loyal customers are key ingredients to stay successful in a very competitive environment.”*

“With the new age of accessibility and information, customers have become more demanding before, during and after their purchasing journey. In order to keep high customer satisfaction standards, while connecting physical and digital marketplaces, retailers must now align all their marketing, multichannel customer experience and communication activities to provide an effortless and trendy customer journey,” added **Jonas Berggren, CEO at Teleperformance Nordic**. *“We are delighted to partner with Lindex and to contribute to enhancing the customer journey and their customers’ fashion shopping experience.”*

Lindex is an international fashion chain that offers an affordable fashion experience, which is more feminine, inspiring, joyful and sustainable. Lindex vision is to offer a world-class fashion experience. Lindex has over 490 stores and the most recent store opening was in London in March.

Teleperformance Group interacts with 35% of the global population annually and currently serves leading global and local retailers across different segments.

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

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