



PRESS RELEASE

Atento receives 6 prizes in the 2014 ABEMD awards

SAO PAULO, 3 June 2015 – Atento (NYSE: ATTO), one of the world's leading companies in customer management services and business process outsourcing (CRM/BPO), has been awarded with 6 trophies (one gold, two silver and three bronze), as well as a special recognition as Contact Center Agency Of The Year due to its best practices in customer experience management, in the 21st edition of the ABEMD awards which took place yesterday in Sao Paulo, Brazil.

These awards for direct marketing, long-standing track records and nationally recognised prestige add to the international prizes that Atento has received in recent years for its contribution as a leading CRM/BPO company in Spain and Latin America.

In the words of Nelson Armbrust, Regional Manager of Brazil, "It is a great honour to receive this recognition from the industry yet another year for the dedication and commitment of all our employees in striving for excellence in the provision of customer services".

Alejandro Reynal, Atento's CEO, also underlined that "these types of awards act as a very important indicator for us, as they let us know that we are on the right track forwards providing solutions for our customers. Relying on an advanced multichannel platform for responding to the needs of each customer, along with our commitment to innovation, operational efficiency and to the professional development of our staff, all constitute fundamental pillars in the execution of our business strategy".

Overall, Atento received the following recognitions in the Call Center / Contact Center category:

Award	Category	Client
Agency Of The Year	Call Center / Contact Center specialty	Atento
Gold	Thought leadership management	Bradescard
Silver	Profitability by controlling	Ford
Silver	Talking to the customer	Motorola
Bronze	Recognition A+	Vivo
Bronze	Strategy and comprehensive Internet solutions Satisfaction and results increase	Vivo
Bronze	Service excellence	Bradescard



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About the ABEMD Awards

The ABEMD Awards are the most prestigious awards for direct marketing in Brazil. They assess and recognise best practices and success stories from the market in terms of the creation of campaigns, the definition of strategies and the achievement of results.

About Atento

Atento is the largest provider of customer relationship management and business process outsourcing (CRM BPO) services in Latin America, and among the top three providers globally, based on revenues. Atento is also a leading provider for U.S.-based companies nearshoring CRM/BPO services to Latin America. Since 1999, the Company has developed its business model in 14 countries where it employs approximately 153,000 people. Atento has over 400 clients to whom it offers a wide range of CRM BPO services across multiple channels. Atento's clients are mostly leading multinational corporations in sectors such as telecommunications, banking and financial services, media and technology, health, retail and public administrations, among others. For more information visit www.atento.com

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