

Atento Receives New COPC® Certifications for its Customer Relationship Services for Movistar in Chile and Repsol in Spain

- COPC® is one of the most demanding certifications in the customer relationship services industry and is based on a high-performance integrated management model
- Operations that adhere to COPC® methodology boost customer satisfaction through the continuous improvement in service quality

NEW YORK, April 20, 2016 – Atento S.A. (NYSE: ATTO), the largest provider of customer relationship management and business process outsourcing services (CRM/BPO) in Latin America and among the top three providers worldwide, has received the COPC® (Customer Operation Performance Center) certification for its Movistar’s *Negocios Carterizados* service in Chile and its management of Repsol’s Customer Relations Center (CRC) in Spain.

The main benefits of an operation that adheres to COPC® methodology are more efficiency in running customer relations services and improved end user satisfaction. Predicated on a high-performance integrated management model, the COPC® is designed to improve service quality and processes within CRM operations.

Atento is one of the few companies in the sector with this type of certification, as a result of the Company’s process excellence strategic approach and a rigorous external audit by Kenwin, the official representative of COPC® in Latin America, Spain and Portugal.

Michael L. Flodin, Atento’s Chief Operating Officer said “Receiving these new COPC® certifications is a positive reflection on Atento and the companies it serves for achieving the highest standards of quality in managing customer relations. Operations certified under COPC® become the industry benchmark for process excellence, and result in better and more efficient management of relationships with end customers”.

In Chile, Atento has received the COPC® E-PSIC world-class certification, which ensures that the Movistar operation adheres to the highest standards of excellence. Additionally, Atento becomes the first company to certify 38 processes under version 5.2 of the standard in Latin America and the first company in the industry to receive a "Clean Audit" from auditing firm Kenwin.

In Spain, Repsol's Customer Relations Center also received COPC® certification. This center operates under COPC® methodology, including continuous and objective measurement of key processes which facilitate high levels of satisfaction regarding time and efficiency in customer service.

COPC® is the most prestigious and rigorous international measuring system in the Call and Contact Center industry. It is focused on seeking better operational results, which require the implementation of excellent processes to achieve high standards of quality.

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 more than 160,000 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. Atento’s shares trade under the symbol ATTO on the New York Stock Exchange (NYSE). In 2015, Atento was named one of the World’s 25 Best Multinational Workplaces by Great Place to Work® for third consecutive year. For more information visit www.atento.com

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