

Atento opens new customer relationship center in Valparaiso, Chile

- This is the first Atento customer relationship center in the Quinta region of Chile and it will create 400 jobs
- The center is a referent in the CRM/BPO industry in the country for the development and implementation of next-generation customer experience solutions

VALPARAISO, 10 March 2016 – Atento SA (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, celebrated the opening of its new customer relations center in Valparaiso, Chile, earlier today. The center, which began operating at the end of 2015, is the third center that Atento has in Chile and the first in the Quinta region.

Alejandro Reynal, Atento’s Chief Executive Officer, commented that “The new Atento center in Valparaiso enables us to strengthen our leading position in the customer experience service and solutions sector in Chile. Thanks to centers such as the one in Valparaiso, businesses that place their trust in Atento can benefit from cutting-edge, end-to-end customer experience solutions created with a view to converting the customer experience into a significant competitive edge”.

“Contributing to economic development and job creation in the Quinta region by opening this new customer relationship center is a source of great pride for Atento”, said Juan Carlos Urzua, Managing Director of Atento Chile. “By opening this new center, Atento continues to expand its operations in Chile in those locations that offer a clear competitive edge for the development of its business activity, such as access to qualified labor and advanced communication systems, among other things. The center is aimed at providing technical assistance services and sales services for our client Movistar, which I thank for the confidence it has placed in Atento for many years”.

Atento is a great creator of first jobs and a source of labor market insertion that also fosters professional development through training and professional growth opportunities. At Atento Chile, 90% of supervisors were previously customer experience agents. In the center of Valparaiso, more than 48.000 training hours have already been provided since the recent start of operations.

Figures and key facts about the Contact Center in Valparaiso:

- Premises measuring 1,200 square meters at 1530 Avenida Condell
- 200 positions creating close on 400 jobs
- Training rooms and laboratory for the recruitment, selection and training of the professionals who will manage customer relations

The opening event was attended by the highest authority in the city, Mayor Jorge Castro Muñoz, the Managing Director of Movistar, Roberto Muñoz, the Customer Service Director of Movistar, Sergio Pogliada, the South America Regional Director of Atento, Juan Gamé, and the Managing Director of Atento Chile, Juan Carlos Urzúa, among others.

Atento in Chile

Atento currently has 3 customer relations centers and a workforce of over 4,600 employees. The company provides services to more than 60 clients, all of which are leading companies in the telecommunications, banking and financial services, insurance, health care, sales and public administration sectors. Atento Chile returned to the Great Place to Work Ranking in 2015, being the only company in the CRM/BPO sector to undergo assessment by its employees. It also obtained re-certification under the Guidelines for Improved COPC Performance, Version 5.2 (GMD), for its Customer Service Movistar Chile, Technical, Commercial and Retention operations.



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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