

## Atento receives the Best Customer Relationship Agent recognition at the Fortius 2018 awards in Spain

- Estíbaliz Pérez, from the Atento Spain team, received the award as Best Agent for Customer Relationship in the country in 2018
- The Fortius Awards recognize the best professionals in the field of customer relations in Spain

**MADRID, March 22, 2019** – Atento S.A. (NYSE: ATTO), the leading provider of customer relationship management and business process outsourcing services (CRM/BPO) in Latin America, and one of the top five providers worldwide, has been awarded in the 2018 edition of the Fortius Awards, which recognize the effort and talent of professionals in the CRM/BPO sector. Estíbaliz Pérez, from the Atento team, was recognized as Best Customer Relationship Agent for 2018.

Estíbaliz Pérez commented, “It is a great satisfaction to be recognized as the best agent in Spain in a sector as demanding as the customer relationship management. On a personal level, it is also recognition of my commitment to excellence in providing the best experience to the customers with whom I interact on a daily basis.”

According to José María Pérez Melber, Managing Director at Atento Spain and EMEA, “The Fortius awards, which are benchmarks in our sector in Spain, endorse the commitment and excellence of the Atento team represented by Estíbaliz Pérez. Atento is proud to have Estíbaliz and others like her who represent the best talent in the industry and allow us to offer companies an exceptional customer experience.”

The panel of judges for the Fortius awards stressed that the decision was unanimous, and that Estíbaliz's qualities which earned her this recognition from the sector were “her outstanding vocation to service, exquisite skills, full identification with the company of which she is the image, and for making a complex service seem simple.”

The Fortius awards, organized by the Spanish Association of Customer Relationship Experts (AEERC) and with the collaboration of ICEMD and IFAES, aim to boost the professionalization of the Contact Center and Customer Relationship sector by recognizing the work of supervisors, coordinators and agents from all centers and companies in Spain.

### 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 five providers worldwide, based on revenues. Atento is also a leading provider of nearshoring CRM/BPO services to companies that carry out their activities in the United States. Since 1999, the company has developed its business model in 13 countries where it employs 150,000 people. Atento has over 400 clients to whom it offers a wide range of CRM/BPO services through multiple channels. Atento's clients are mostly leading multinational corporations in sectors such as telecommunications, banking and financial services, health, retail and public administrations, among others. Atento's shares trade under the symbol ATTO on the New York Stock Exchange (NYSE). In 2016, Atento was named one of the World's 25 Best Multinational Workplaces by Great Place to Work® for a fourth consecutive year. For more information visit [www.atento.com](http://www.atento.com)

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