

## The Valencian Government and Atento present an innovative video chat service for deaf people

- The new video chat service, accessible at the Valencia's Regional Government website in Spain, allows citizens with hearing impairments to clarify queries or get help with administrative procedures from agents who communicate with them in sign language
- Atento, as provider of citizen relationship services for the Valencian Government, has been collaborating with the regional authorities to develop and implement this pioneering citizen service in Spain

**VALENCIA, Spain, November 23, 2017** – The Valencian Regional Government (Generalitat Valenciana) and 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, have presented an innovative citizen relationship service through video chat addressing the needs of approximately 128,000 deaf people in the Regional Community of Valencia. With the implementation of this service, citizens with hearing impairments will be able to contact specialized agents via videoconference and clarify their queries or get help with administrative procedures using sign language.

According to Mónica Oltra, Vice President and Secretary for Equality and Inclusive Policies at the Generalitat Valenciana, the goal of this new service is “To use digital technologies to knock down invisible barriers, which are sometimes more difficult to overcome than architectural barriers, and thereby facilitate equal access to public information and processes for deaf people and guarantee the maximum level of autonomy for this group of citizens.”

For Jose Maria Perez Melber, Managing Director of Atento Spain, “We are very proud to be able to collaborate with our clients to make initiatives of this kind a reality. Together with the Valencian Government, we are taking advantage of technology to establish new channels of communication accessible to all citizens, including those with disability. The implementation of this video chat, a pioneering service in Spain, shows us how we can innovate with simple but high-impact solutions, and significantly improve the citizen experience when using the Administration's services.”

Atento has been managing the 012 citizen relationship number and technical support services for the Generalitat Valenciana since 2000. Today, more than 100 specialized agents provide citizen relationship services through multiple channels. The citizen relationship model, a pioneer in Spain in the implementation of video chat, brings together citizen attention services to address questions and administrative requests via telephone, chat, e-mail and video chat, and technical support for users of any of the technological platforms in place by the Regional Government of Valencia.

### 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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