

Atento Spain receives two awards at the 2016 Platinum Contact Center Awards

- It won Best Customer Service Experience in Energy for its work with Repsol and Best Customer Service Experience in Citizen Services for the 060 service
- The Platinum Contact Center Awards recognize the highest quality in customer service and technological innovation

MADRID, June 24, 2016 –Atento S.A. (NYSE: ATTO), the leading customer relationship management and business process outsourcing (CRM/BPO) company in Latin America and one of the three largest providers worldwide, received two awards at the 2016 Platinum Contact Center Awards Gala held on June 22 in Madrid.

In this occasion, and for the second year in a row, Atento won Best Customer Service Experience in Energy for its work with Repsol. This recognition comes on the heels of its recently receiving the COPC certification for the services it provides to the energy company. The award for Best Customer Service Experience in Citizen Services recognized Atento's work in partnership with BT for the 060-telephone service, a channel of information about public services.

The jury praised the sophistication of Atento's solutions, delivered through an omnichannel platform that seeks to provide an exceptional customer experience regardless of the channel used. This commitment to innovation and quality has led Atento to be recognized once again as one of the leading companies in the sector.

The 2016 Platinum Contact Center Awards were organized by Contact Center magazine; the awards celebration has become a leading industry event recognizing top quality customer service and technological innovation.

José María Pérez Melber, Managing Director of Atento Spain and EMEA, said, "I am very pleased to receive this distinction for the excellence and quality of our services. At Atento, we are transforming the way companies manage relationships with their customers through solutions that help them get more satisfied and more loyal customers."

"We would like to thank Contact Center for recognizing our work and commitment to offering the best experiences to consumers," he added. "We are committed to agility, innovation and efficiency to achieve the highest level of satisfaction for our clients and to ensure that we are offering them the best solutions to their needs."

Atento contributes to companies' success by ensuring the best experience for their customers through a unique model which combines people, solutions and channels, and which generates values for customers and companies. With these awards, Atento strengthens its commitment to the excellence and quality of its services, and to remaining at the cutting edge of the CRM/BPO sector and customer management 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 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 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 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 2015, Atento was named one of the World's 25 Best Multinational Workplaces by Great Place to Work® for a third consecutive year. For more information visit www.atento.com

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