



Atento opens its first operation in Paraguay

- The leading customer service company enters the country to provide services in Spanish and Guarani, creating around 150 jobs.
- The new operation demonstrates Atento's ability to operate in any country through strategic partnerships

NEW YORK, September 13th 2022 - Atento S.A. (NYSE: ATTO, "Atento" or the "Company"), one of the largest providers of customer relationship and business process outsourcing (CRM / BPO) services in the world and an industry leader in Latin America, signed an alliance with Tigo Paraguay. This new deal strengthens the relationship between both companies, extending their partnerships in other regions, and marks the beginning of Atento's operation in Paraguay.

This partnership means new jobs are being created and contributing to local development. Soon there will be around 150 employees, trained under both companies' shared values, committed to providing the best CX from Atento's portfolio of services in Spanish and Guarani.

"Tigo was the first company from our industry in Paraguay; since then, we have been leaders. We celebrate 30 years in the country this year, building a trusting and quality relationship with all our customers and always aiming to deliver an excellent service, with respect, solving queries and delivering a great experience. We are sure that having Atento as a partner will add significant value to this customer relationship that we cared for and protected for all these years," said Carlos Blanco, Tigo Paraguay, General Director.

"We were very honored when, a few months ago, Tigo challenged us to start an operation in a new territory and represent them. For Atento, there are no obstacles when providing the best results for our clients, whether on-site, remotely, or through strategic partnerships in any region," said Dimitrius Oliveira, president of Atento's South America region.

Atento's goal is to collaborate with Tigo's success, supporting the brand's leadership they already have in Paraguay and implementing technology and innovation through our new generation services and capabilities.

About Atento

Atento is the largest provider of customer relationship management and business process outsourcing ("CRM BPO") services in Latin America and is one of the world's leading providers. Atento is also one of the leading providers of nearshoring CRM BPO services for companies operating in the United States. Since 1999, the company has developed its business model in 14 countries, employing approximately 150,000 people. Atento has more than 400 clients, offering a wide range of CRM BPO services through multiple channels. Atento's clients are mostly leading multinational companies in sectors such as telecommunications, banking and financial services, healthcare, retail, and public administration, among others. Atento shares trade under the symbol ATTO on the New York Stock Exchange (NYSE). In 2019, Atento was named one of the 25 best multinational companies in the world and one of the best multinationals to work for in Latin America by Great Place to Work®. In addition, in 2021, Everest named Atento a "star performer". Gartner has named the company two consecutive years as a Leader in its Magic Quadrant since 2021. For more information, visit www.atento.com

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Media Contact

press@atento.com