



ATENTO AND ENEL X WAY BOLSTER THEIR PARTNERSHIP TO ACCELERATE ELECTRIC MOBILITY IN THE US AND CANADA

- Enel X Way entrusts Atento to streamline customer service in the US and Canada, leveraging its Multilingual Hub based in Valencia, Spain.
- Atento already delivers this service in seven languages across Europe

MADRID, 30 June 2023 - Atento S.A. (NYSE: ATTO, "Atento" or the "Company"), one of the world's largest providers of customer relationship and business process outsourcing (CRM/BPO) services and an industry leader in Latin America, today announced the extension of its fruitful collaboration with Enel X Way. This move signifies Atento's commitment to driving customer service excellence in the electric mobility sector for the US and Canada from its cutting-edge Multilingual Hub in Valencia, Spain.

Enel X Way, the Italian innovative electric mobility branch of the acclaimed Enel Group, operates one of the most extensive electric vehicle charging station networks, with approximately 90,000 charging points spread across Europe and the Americas. The company empowers customers with a user-friendly app to monitor and manage public charging progress, simplifying electric vehicle recharging within urban environments.

The Atento team, nestled in the Multilingual Hubs in Spain, comprises 90 expert agents providing round-the-clock support, 365 days a year, in seven different languages: Spanish, German, English, French, Italian, Romanian, and Catalan. This dynamic team is poised to expand by 20 members to effectively accommodate this enlarged mandate, with new recruits proficient in English with an American accent.

"All team members are not only proficient in their native language but also maintain a minimum C1 level in English, the lingua franca of our global communication," says Marta Ramos, Atento's Director of Customers in the EMEA region. "As we broaden our partnership, Atento continues to adapt, encompassing new languages and markets, supporting our client's international growth strategy."

Like their predecessors, the new members will undergo extensive training to comprehend the intricacies of electric mobility services. They'll be equipped to assist customers with diverse inquiries, including charging errors, app-related issues, or general questions about products and services.

Ramos adds, "This service expansion is a testament to the trust that a global leader like Enel X Way has in Atento, and it further elevates the activity of our multilingual center in Spain. We chose Spain as a strategic hub for our multilingual services, and the results underline our capacity to deliver superior customer experiences in each client's preferred language."

About Atento

Atento is the largest provider of customer relationship management and business process outsourcing ("CRM, BPO") services in Latin America and one of the world's leading providers. Atento is also a leading provider of nearshoring CRM BPO services for companies operating in the United States. Since 1999, the company has developed its business model in 17 countries, where it employs approximately 135,000 people. Atento has more than 400 clients to whom it offers a wide range of CRM BPO services through



multiple channels. Atento's clients are mainly leading multinational companies in sectors such as telecommunications, banking and financial services, healthcare, retail and public administration, among others. Atento's shares trade under the symbol ATTO on the New York Stock Exchange (NYSE). In 2019, Atento was elected 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 as a "star performer." Gartner has named the company for two consecutive years as a leader in its Magic Quadrant starting in 2021. For more information, visit www.Atento.com