

Atento recognized with the 2016 CRC Gold Award for Best Outsourcer in Spain

- The 2016 CRC Gold Award for Best Outsourcer recognizes excellence in customer services and business process outsourcing
- CRC Gold are the leading CRM/BPO industry awards in Spain
- Atento also received the award for Best Customer Service Operation (SAC) for their solutions developed for Repsol and was again given the Award for Best Business Process Outsourcing Operation (BPO) for services provided to Samsung

MADRID, October 6, 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 three 2016 CRC Gold Awards in the categories of Best Outsourcer, Best SAC Operation and Best BPO Operation. The CRC Gold Awards are the gold standard in the CRM/BPO industry in Spain.

The CRC Gold Award for Best Outsourcer 2016 recognizes Atento as this year's best provider of outsourcing services in Spain for its operational excellence and client ratings. The company has also received the prize for Best Customer Service Operation (SAC) for the solutions developed for its client Repsol and has obtained, for the second time running, the Award for Best Business Process Outsourcing Operation (BPO) for the services provided to Samsung.

“Thanks to the dedication and commitment of Atento's entire team, which is always focused on continually striving for excellence, we offer the best customer experience solutions adapted to the needs of every one of our clients. It is an honor for us to receive these awards for our outstanding services and we thank all of our clients for the trust they place in our experience in business process outsourcing”, states José María Pérez Melber, Managing Director of Atento Spain and EMEA.

Granted by the Spanish Association of Customer Relationship Experts (AEERC), IFAES, and the consulting firm Izo System, the CRC Gold awards have consolidated their position as the benchmark awards in the CRM/BPO sector in Spain. The seventeenth edition of the awards was held on October 5 in the Santiago Bernabéu Stadium in Madrid, as part of the Expo Relación Cliente, in a gala that brought together over 400 professionals and companies from the sector.

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 operate in the United States. Since 1999, the company has implemented its business model in 14 countries where it employs more than 150,000 people. Atento has over 400 customers to whom it offers a wide range of CRM/BPO services through multiple channels. Atento's customers 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 more information visit www.atento.com

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