

## Atento Recognized as Best Customer Service Outsourcer in Spain for its Service to Endesa

- The recognition is awarded within the framework of the CRC Gold Awards for excellence in customer service and business process outsourcing service management in Spain
- This is the 3<sup>rd</sup> consecutive year that Atento receives the recognition as Best Outsourcer in Customer Service, in this occasion for its service to Endesa, a leading provider of utilities services in Spain
- Atento has been providing customer services for the retail, enterprise and new supply businesses of Endesa since 2015

**MADRID, November 1<sup>st</sup>, 2018.** - 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 five top providers worldwide, has been recognized with the Best Outsourcer in Customer Service Award in Spain for its service and operation with Endesa. The recognition was granted as part of the CRC Gold awards, the benchmark awards for the customer relationship management industry in Spain.

Atento's services with Endesa, which began in 2015, receive this recognition thanks to the work of more than 300 agents who provide customer service from Barcelona in the retail, enterprise and new supply businesses of the company. The service is also provided from the Bogotá platform with more than 200 agents. The service is an example of how the effectiveness and excellence of Atento's services are fully integrated into Endesa's strategy, making it a benchmark in quality throughout the sector.

"We are particularly pleased with this recognition since we believe Endesa's customer service to be the best example of how innovation and quality can go hand in hand. With that goal in mind we have successfully integrated Atento's innovative value proposition into Endesa's customer relationship strategy," said José María Pérez Melber, Managing Director of Atento Spain and EMEA Region.

The CRC Gold Awards, granted by the Spanish Association of Customer Relationship Experts (AEERC), IFAES and IZO The Experience Design Company, have become the benchmark awards in the customer relationship sector in Spain and a mark of quality and excellence.

### 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 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<sup>®</sup> for a fourth consecutive year. For more information visit [www.atento.com](http://www.atento.com).

### Media relations

Maite Cordero  
+ 34 91 740 74 47  
[atento.media@atento.com](mailto:atento.media@atento.com)

### Investor relations

Shay Chor  
+55 11 3293 5926  
[shay.chor@atento.com](mailto:shay.chor@atento.com)  
Fernando Schneider  
55 11 3779 0967  
[fernando.schneider@atento.com](mailto:fernando.schneider@atento.com)