

Atento Clear Leader of the Latin American Contact Center Outsourcing Services Market

- Leadership position based on market share figures published by consulting firm Frost & Sullivan¹
- Atento is the clear leader in Latin America with 17% market share
- Atento is also the leader in key markets such as Brazil, Mexico (domestic market²), Argentina, Chile and Peru

NEW YORK, 30 October, 2017 – 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 top five providers worldwide, announces that Frost & Sullivan, the global consulting company specialized in growth strategies, has identified Atento as the clear leader in contact center outsourcing services in Latin America. The contact center outsourcing services market in Latin America attained \$9.5 billion in revenues in 2016 and it is expected to grow at a CAGR of 6% through 2022, according to Frost & Sullivan.

In addition to the leadership position in the market at a regional level, Atento is also the market leader in Brazil, Mexico (domestic market), Chile and Peru. When considering just the Latin American domestic demand, Atento extends its market leadership position with 22.9% market share. In Brazil, the largest market in the region, which accounts for nearly half of the revenues in the continent, Atento’s share reached 24.7% of the total market in 2016,

Alejandro Reynal, Atento’s Chief Executive Officer, commented, “Atento’s sustained leadership position in the Latin American contact center outsourcing services market over the years is a direct result of our Company’s long-lasting client relationships, deep vertical expertise, differentiated customer experience solutions and highly motivated employees. In an increased digitalized environment, we contribute to this leadership position by developing customer experience solutions that enhance customer satisfaction and generate competitive advantages to our clients”.

The key market drivers impacting future growth identified by Frost & Sullivan market analysis are:

- US Demand is expected to provide sustained growth for CCSPs (Contact Center Service Providers) with Latin American facilities
- New technologies and increasing clients' expectations provide a new window for differentiation for the CCSPs
- New regulatory environment in Brazil likely to push further outsourcing in the customer care field
- Expected economic recovery in Latin America will increase local demand for contact center services

The “*Analysis of the Latin American Contact Center Outsourcing Services Market*” annual study by Frost & Sullivan examines the trends in the Latin American contact center outsourcing services market and forecasts the market size. The study provides extensive coverage of services delivered in each local market and those provided from Latin American countries to others overseas. The study shows data for outsourcing services alone, excluding operations performed in-house and in shared services centers. Contact center outsourcing is considered by the report as a subset of the broader business process outsourcing (BPO) industry.

¹Market share figures as stated in the “*Analysis of the Latin American Contact Center Outsourcing Services Market*” annual study by Frost & Sullivan. The base year is 2016 and the forecast period is from 2016 to 2022

²The domestic market in Mexico considers only revenues generated by services provided to Mexican consumers from Mexico.

Forward-Looking Statements

This press release contains forward-looking statements. Forward-looking statements can be identified by the use of words such as “may,” “should,” “expects,” “plans,” “anticipates,” “believes,” “estimates,” “predicts,” “intends,” “continue” or similar terminology. These statements, including as relates to the timing and payment of any dividends, reflect only Atento's current expectations and are not guarantees of future performance or results. These statements are subject to risks and uncertainties that could cause actual results to differ materially from those contained in the forward-looking statements. These risks and uncertainties include, but are not limited to, competition in Atento’s highly competitive industries; increases in the cost of voice and data services or significant interruptions in these services; Atento’s ability to keep pace with its clients’ needs for rapid technological change and systems availability; the continued deployment and adoption of emerging technologies; the loss, financial difficulties or bankruptcy of any key clients; the

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effects of global economic trends on the businesses of Atento's clients; the non-exclusive nature of Atento's client contracts and the absence of revenue commitments; security and privacy breaches of the systems Atento uses to protect personal data; the cost of pending and future litigation; the cost of defending Atento against intellectual property infringement claims; extensive regulation affecting many of Atento's businesses; Atento's ability to protect its proprietary information or technology; service interruptions to Atento's data and operation centers; Atento's ability to retain key personnel and attract a sufficient number of qualified employees; increases in labor costs and turnover rates; the political, economic and other conditions in the countries where Atento operates; changes in foreign exchange rates; Atento's ability to complete future acquisitions and integrate or achieve the objectives of its recent and future acquisitions; future impairments of our substantial goodwill, intangible assets, or other long-lived assets; and Atento's ability to recover consumer receivables on behalf of its clients. In addition, Atento is subject to risks related to its level of indebtedness. Such risks include Atento's ability to generate sufficient cash to service its indebtedness and fund its other liquidity needs; Atento's ability to comply with covenants contained in its debt instruments; the ability to obtain additional financing; the incurrence of significant additional indebtedness by Atento and its subsidiaries; and the ability of Atento's lenders to fulfill their lending commitments. Atento is also subject to other risk factors described in documents filed by the company with the United States Securities and Exchange Commission.

These forward-looking statements speak only as of the date on which the statements were made. Atento undertakes no obligation to update or revise publicly any forward-looking statements, whether as a result of new information, future events or otherwise.

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 five providers worldwide, 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® for a fourth consecutive year. For more information visit www.atento.com

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