

TLSccontact opens visa application centers for the Kingdom of the Netherlands in China

China, Beijing – 5 July 2013

TLSccontact, the European leader in outsourced face-to-face contact center solutions, is pleased to announce that the Ministry of Foreign Affairs of the Kingdom of the Netherlands awarded TLSccontact a service concession to open visa application centers throughout China. The official opening ceremonies will be held in Beijing on 5 July and in Shanghai and Guangzhou on 19 July.


TLSccontact and its local partners CIIC and Fesco Adecco will be pleased to welcome ambassadors and consuls from the local diplomatic community, distinguished Chinese officials and honored guests invited from the media, chambers of commerce and other organizations at these receptions. The symbolic signing of the service agreement at these events reflects the trust that the Government of the Netherlands has shown in us as their sole outsourcing partner in China.

The visa application volume of the Kingdom of Netherlands in China will increase TLSccontact's operations in China by 55,000 visa applications per year. The Kingdom of the Netherlands in China will offer postal applications services and dedicated services for accredited companies and travel agencies through Orange and Blue Carpet channels and ADS. Operations for the Netherlands will be mutualized in the current Schengen Next Generation visa application centers operated for France and Germany.

TLSccontact COO, James Kite spoke earlier today: "Having the Netherlands joining our visa application centers is a great honor. We are thrilled to serve this country in China and very proud to see our procedure and practices recognized by the Ministry of Foreign Affairs of the Kingdom of the Netherlands as the best practices on the market. It is encouraging and we will keep improving our standards to deliver to each visa applicant a unique experience and to diplomatic missions transparency, security, control and scalability."

Visa applicants can find out more about how to apply and make an appointment at the TLSccontact center by visiting the dedicated application website at <https://cn.tlsccontact.com/cnBJS2nl/splash.php>.

TLSCONTACT, the European leader in face-to-face contact center operation has been serving diplomatic missions since 2007. The company currently operates visa application centers at 15 locations across Asia, Europe, Africa and the Middle East for a number of Schengen governments. The TLSccontact solution is based on a fully automated process flow, using a proprietary TLScconnect software management system. The system covers the entire process flow, integrating biometric data capture as standard.



TELEPERFORMANCE, the world's leading provider of outsourced CRM and contact center services, serves companies around the world with customer acquisition, customer care, technical support and debt collection programs. In 2012, it reported consolidated revenue of €2,347 million (\$3,028 million, based on €1 = \$1.29).

The Group operates about more than 100,000 computerized workstations, with 138,000 employees across more than 270 contact centers in 46 countries serving 78 markets. It manages programs in more than 66 languages and dialects on behalf of major international companies operating in a wide variety of industries.

Teleperformance shares are traded on the NYSE Euronext Paris market, Compartment A, and are eligible for the deferred settlement service. They are included in the following indices: SBF 120, STOXX 600 and France CAC Mid & Small.

Symbol: RCF - ISIN: FR0000051807 - Reuters: ROCH.PA - Bloomberg: RCF FP

Website: www.teleperformance.com

For further information and media inquiries please visit the TLSccontact corporate website at <http://corp.tlscontact.com>

