

Interfile, Atento's BPO specialist, announces organizational changes to support new growth phase

- The Business Process Outsourcing (BPO) specialist is a fast growing subsidiary of Atento
- This new structure is expected to create additional synergies and new growth opportunities within the Group by expanding its service offering across all regions where Atento operates

NEW YORK, May 14, 2021 – Atento S.A. (NYSE: ATTO, “Atento” or the “Company”), one of the world’s top five providers of customer relationship management and business process outsourcing (CRM/BPO) services, announced today that its BPO subsidiary Interfile is undergoing organizational changes and commencing a new growth phase.

The back-office automation service product offering has recently gained significant relevance within Atento’s portfolio as part of the Three Horizon Plan implemented in 2019. To meet the challenges of digitizing customer journeys, particularly at a time when companies around the world are deploying large resources in digital tools, driven by the Covid-19 pandemic, Atento developed a broad range of next-generation services, including full back-office automation that streamlines processes, being able to complete in a few minutes tasks that previously took days to be finished, using AI throughout the process while reducing errors.

In Brazil, these services are supported by Interfile, the leader in BPO services and solutions in the country, which acquisition was concluded by Atento in 2019. With 30 years of expertise, Interfile is now undergoing a major restructuring aimed at creating additional synergies within the Group. Additionally, the goal is to expand the BPO services offering across all regions where Atento operates, focusing on several industries, such as finance, healthcare, insurance, education, and born-digital. The back-office services include payroll, credit management, mortgage loans, car loans, legal BPO, checking accounts, fraud prevention, medical bills reimbursement, document management, among others, all executed by applying different technologies like RPA, OCR, ICR, BRICS, Facial Recognition, Semantic Motor, and Artificial Intelligence, delivering a more complete and 100% automated back-office experience for Atento clients.

New management team

Atento appointed Marcelo Alves as General Director of Interfile. Previously he was VP of Operational Excellence and Shared Services of Atento Brasil. As he executes this new strategy, Marcelo will have the support of André Luiz Gomes Carneiro as Chief Operating Officer, Edilaine Alves de Almeida as Commercial Director, and André Luis Vedolin as IT Superintendent, who are all taking new roles within the Group.

Importantly, investing in innovation and improvement of automation solutions and bringing more agility and efficiency to Atento’s broad portfolio is a key component of the strategy. "My main challenge at this time for Interfile is to integrate further its portfolio of solutions into Atento’s current client base, without losing sight of attracting new clients for the Group worldwide", says Alves.

Integrating with Atento’s startup acceleration program

According to Alves, one of the initiatives is the sponsorship of NeuralMind, one of 4 startups chosen to integrate Atento Next, Atento’s startup acceleration program. NeuralMind focuses on helping companies increase back-office processes productivity through scanning and automation, being fully aligned with Interfile’s value offering. "We apply state-of-the-art technology in back end processes, providing more security, agility, and efficiency," adds the executive.

In 2020, Interfile revenues were 23% higher than the previous year. Currently there are 2,300 employees distributed in 24 cities nationwide, with more than 70% of them working from home. "The whole team is very excited. We are ready to bring all our expertise to serve our clients and their customers, reinforcing our commitment to bring even more efficiency to the business processes", commented Interfile’s General Director when discussing the good 2020 annual results despite operating in a pandemic impacted environment during most of the year.

According to Dimitrius Oliveira, Atento Brasil’s President, Interfile’s operations were significant contributors to expanding Atento's expertise in back-office processes. " Interfile acquisition raised the bar in our BPO offering. Today, we can integrate technological resources to optimize negotiations and deliver solutions that are, undoubtedly, more complete to our clients., We currently own 100% of the leading national company in the segment and we are now ready to expand even further in the market," says Oliveira.

For Carlos López-Abadia, Atento’s CEO, Interfile’s performance has been instrumental in attracting new businesses in the BPO sector. "The use of disruptive technologies such as AI, analytics, and automation can and should be used for successful management and contact with consumers, and Interfile’s entire know-how, acquired over these 30 years of operation contributes to delivering the best relationship journey, whether in the back or front office. With the current reorganization, we expect to bring even more synergies within the Group and expand our Next Generation Services offer, with high value added, for all our clients", highlights López-Abadia.

About Interfile

Interfile is the leading provider of Business Process Outsourcing (BPO) services with a focus on offerings for the financial and credit origination sectors. Since 1991, it has been offering back-office solutions for companies in several segments. In 2017, Atento became the company's majority shareholder. In 2019, with 100% digital solutions, it became a wholly-owned subsidiary of Atento Group. By combining both companies’ expertise, Atento consolidated its position as the largest provider of BPO solutions in Brazil. For more information visit www.interfile.com.br

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 globally. 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 approximately 139,800 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 2019, Atento was named one of the World’s 25 Best Multinational Workplaces and one of the Best Multinationals to Work for in Latin America by Great Place to Work®. Also, in 2021 Everest named Atento as a star performer Gartner named the company as a leader in the 2021 Gartner Magic Quadrant. For more information visit www.atento.com

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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 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. In particular, the COVID-19 pandemic, and governments' extraordinary measures to limit the spread of the virus, are disrupting the global economy and Atento's industry, and consequently adversely affecting the Company's business, results of operation and cash flows and, as conditions are recent, uncertain and changing rapidly, it is difficult to predict the full extent of the impact that the pandemic will have. 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 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.