

**Atento IR Newsletter**  
**July 2021**

We are pleased to share with you our **July 2021 Newsletter**, in which we highlight the recently announced changes at the Company's organizational structure, in its subsidiaries and in its corporate governance.

Between May and June, Atento appointed Eduardo Aguirre as Global Chief Information Officer, and Kiomara Hidalgo as Global Chief People Officer, both reporting to Carlos López-Abadía, CEO. Together, Eduardo and Kiomara have the goal to accelerate the Company's transformation process through technology and human talent. They will also count on Pablo Córdón, who left the position of CPO to take over as Digital Transformation Director.

Also in May, the Company appointed Marcelo Alves as General Director of Interfile, Atento's BPO specialist, who is undergoing a major restructuring aimed at creating additional synergies within the Group. The BPO offering has recently gained significant relevance within Atento's portfolio, and the goal is to expand its services offering across all regions where we operate, focusing on industries such as finance, healthcare, insurance, education, and born-digital. Among the main initiatives is the sponsorship of NeuralMind, one of 4 startups chosen to integrate Atento Next, our startup acceleration program that focuses on helping companies increase back-office processes productivity through scanning and automation, being fully aligned with Interfile's value offering.

At the end of May, we launched our first Atento Virtual Hub in Mexico City, our command center designed to optimize operations in telecommuting models, through which our clients will count on a single centralized point to manage all remote operations, from agent recruiting and training to campaign development, everything under strict security protocols.

In June, Atento's Board of Directors appointed Bill Payne as the new Chairman and Lead Director, replacing Thomas Ianotti, who leaves the Company after almost seven years. Bill, who joined Atento's Board in October 2020, will also join the Audit Committee along with David Garner and Antonio Viana-Baptista, all of them as independent directors. In addition, Roberto Rittes was appointed to the Compensation and Sustainability Committee, joining John Madden.

All these movements are aligned with Atento's goal to transform CX and reach our short and long-term targets. We hope you are enjoying receiving this content, and we are available to discuss in more detail these or any other subjects that you deem relevant to better understand our investment thesis.

**José Azevedo**  
Chief Financial Officer

**Shay Chor**  
Investor Relations Director