



Atento is recognized as a leader in the 2021 Gartner Magic Quadrant for Customer Service BPO

- The report by Gartner evaluates companies based on their completeness of vision and ability to execute.
- Atento is named as a Leader in the 2021 Gartner Magic Quadrant.

NEW YORK, February 16, 2021 – Atento, one of the five largest global providers of customer relationship management and business process outsourcing services (CRM/BPO) and market leader in Latin America, today announced its position as a Leader in the 2021 Gartner Magic Quadrant for Customer Service BPO.

The 2021 Gartner Magic Quadrant for Customer Service BPO¹ evaluates CS outsourcing. At this key moment, the report can provide an opportunity to differentiate between suppliers in a market that is constantly evolving. The report has evaluated 19 suppliers, taking into account their completeness of vision and ability to execute. *"At Atento we are very proud to be recognized by Gartner as a leader in this market. We believe that this undoubtedly helps to highlight the work we do for our customers at all times, including this very unusual year"*, said Carlos López Abadía, Atento's CEO.

Gartner's opinions are a reference for companies around the world when both considering and selecting CS BPO providers for contact center customer management. The core capabilities of a CS BPO provider include: Global operations, industry expertise, digital services, agent-assisted services, technology expertise, client and project management expertise, business process management expertise, innovation and thought leadership.

"We feel that this recognition helps us to continue our work to transform the way companies manage their relationships with consumers through solutions that increase business efficiency and generate greater customer satisfaction. Customer experience is clearly a competitive advantage in today's increasingly digital world and is responsible for a company's growing and sustained reputation," adds López-Abadía.

¹ Gartner, Magic Quadrant for Customer Service BPO, Deborah Alvord, et al., 9 February 2021

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About Atento

Atento is one of the five largest global providers for client relationship management and business process outsourcing services nearshoring for companies that carry out their activities in the United States. Since 1999, the company has developed its business model in 13 countries with a workforce of 150,000 employees. Atento has over 400 clients for which it provides a wide range of CRM/BPO services through multiple channels. Its clients are leading multinational companies in the technology, digital, telecommunications, finance, health, consumer and public administration sectors, amongst others. Atento trades under ATTO on the New York Stock Exchange. In 2019 Atento was recognized by Great Place to Work® as one of the 25 World's Best Multinational Workplaces and as one of the Best Places to Work in Latin America. For more information 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.