



Teleperformance

GLOBAL CUSTOMER RELATIONSHIP MANAGEMENT

January 29, 2009

Jennifer Long
Indiana Department of Workforce Development
10 North Senate Avenue
Indianapolis, IN 46204

Dear Ms. Long:

This is to notify you, pursuant to the provisions of the Worker Adjustment and Retraining Notification Act, that beginning April 1, 2009, in connection with the decision made by the client to consolidate operations within fewer locations, Teleperformance USA will conduct a mass reduction in force and site closure at the Fishers facility located at 12175 Visionary Way, Fishers, Indiana 46038.

The current employee population of the Fishers location consists of the following positions:

1	Call Center Manager
6	Assistant Call Center Managers
5	Trainers
19	Supervisors
5	Quality Analysts
7	Support Staff (Includes HR AND Recruiting)
352	Customer Service Representatives
395	TOTAL

Please be aware that Teleperformance USA will continue to pursue alternative clients for the Fishers location with the objective of keeping the site open and retaining the current workforce. However, there is no guarantee that the company will be able to retain any portion of the employee population after our current client's business has concluded on April 3, 2009. There is a possibility that some administrative employees will remain employed beyond the closure date to assist with administrative duties.

If you have any questions regarding this matter, please contact Mark Pfeiffer, Executive Vice President of External Communications, at (801) 257-5811.

Sincerely,

A handwritten signature in cursive script that reads "Jackie Stiteler".

Jackie Stiteler
Vice President, Human Resources

Cc: Scott Faultless, Town Council President, Fishers Town Hall, One Municipal Drive, Fishers, IN 46038