



Teleperformance

GLOBAL CUSTOMER RELATIONSHIP MANAGEMENT

2009 JUL -2 P 2: 06

OFFICE OF
WORKFORCE DEVELOPMENT

July 2, 2009

Franklin County Department of Job & Family Services
David E. Migliore, Director
80 East Fulton Street
Columbus, OH 43215-5127

Dear Mr. Migliore:

This is to notify you, pursuant to the provisions of the Worker Adjustment and Retraining Notification Act, that beginning August 31, 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 at the Columbus facility located at 2500 Farmers Drive, Dublin, OH 43235.

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

- 1 Call Center Manager
- 3 Assistant Call Center Managers
- 1 Trainers
- 17 Supervisors
- 2 Quality Analysts
- 194 Customer Service Representatives
- 218 TOTAL

Please be aware that Teleperformance USA will continue to pursue alternative clients for the Columbus location with the objective of retaining the current workforce. However, there is no guarantee that the company will be able to do this once our current client's business has concluded on August 31, 2009.

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

Sincerely,

Jackie Stiteler
Vice President, Human Resources

Cc: Mayor Michael B. Coleman, City Hall 2nd Floor, 90 West Broad Street, Columbus, OH 43215