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MANAGEMENT SERVICES DIV



Teleperformance

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January 13, 2014

Michigan Workforce Development Agency
Workforce Investment Act Section
Attn: Lloyd Conway
201 N. Washington Square
5th Floor
Lansing, Michigan 48913

Sent Via: U.S. Mail

Re: Closure of Operations

Dear Mr. Conway:

This is to notify you, pursuant to the provisions of the Workers Adjustment and Retraining Notification Act, that effective January 19, 2014, TPUSA, Inc, ("Teleperformance USA") will be closing its operations at the Ann Arbor facility located at 2300 Traverwood Drive, Ann Arbor, MI 48105. We anticipate that this closure will be permanent and will result in all Teleperformance USA employees being released from employment. This closure was caused by business circumstances that were not reasonably foreseeable. Specifically, Teleperformance USA was not able to renew its contract with the client at the Ann Arbor facility, despite several months of good faith negotiations that were anticipated to extend the duration of the parties' working relationship. However, Teleperformance USA is providing as much advanced notice of the closure as possible under the circumstances.

The current Teleperformance USA employee population at the Ann Arbor facility consists of the following positions:

368	Customer Service Agents
27	Supervisors/ Team Leads
1	Call Center Manager
3	Assistant Call Center Managers
1	Account Manager
6	Trainers
3	Recruiters
2	Human Resources/ Payroll Coordinators
5	Workforce Management Analysts
14	Quality Assurance Analysts
430	Total

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If you have any questions regarding this matter, please contact Amit Shankardass, EVP of Marketing at amit.shankardass@teleperformance.com.

Regards,

A handwritten signature in black ink, appearing to read "Marcie Ballard". The signature is fluid and cursive, with a large loop at the end.

Marcie Ballard
Vice President, Human Resources

Cc: Mayor John Hieftje, City of Ann Arbor, P.O Box 8647, Ann Arbor, MI 48107