



## TeleTech to Support the Federal Government in Harvey Recovery

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### TeleTech will leverage its Humanify™ Customer Engagement as a Service offering to support the Federal Government in its Hurricane Harvey Relief Efforts

DENVER, Sept. 8, 2017 /PRNewswire/ -- [TeleTech Holdings, Inc.](#) (NASDAQ: TTEC), a leading global provider of customer experience, engagement, and growth solutions delivered through its proprietary end-to-end Humanify™ Customer Engagement as a Service offering announced today that it is providing contract support to the Federal Emergency Management Agency (FEMA) to assist in disaster recovery for Hurricane Harvey survivors.

TeleTech is leveraging its existing customer care facilities across the country, including in Texas, and is opening two new centers in Houston directly within the affected areas to provide emergency contact center support for those impacted by Harvey. With many support staff to be located in Texas, TeleTech will enable neighbors to help fellow neighbors.

"TeleTech is proud to support the humanitarian efforts of the federal government and looks forward to working closely with the affected communities to support those impacted by Hurricane Harvey," said Martin DeGhetto, Chief Operating Officer, TeleTech. "One of the cornerstones of our company's values is to be of service to those in need, and it is in the DNA of our 48,000 employees across the globe. Everyone in our organization from the CEO down to the front lines is committed to doing all we can to support the people in these communities that have been impacted by this disaster."

As the full impact of Hurricane Harvey became known last week, TeleTech set up a volunteer contact center in its corporate headquarters to aid the American Red Cross in its efforts to raise money for those affected by the disaster. The local fundraising drive raised more than half a million dollars in relief funds.

TeleTech offers a superior operational and technology infrastructure, ready for immediate deployment. The company is conducting emergency relief hiring for associates in the following locations: Houston and Richardson, TX; Tempe and Phoenix, AZ; Westlake, OH; Kalispell, MT. For a full list of available positions and to apply online now, visit [www.telettechjobs.com](http://www.telettechjobs.com) and search for "Hurricane Harvey."

Survivors of Hurricane Harvey are encouraged to apply for assistance online at [disasterassistance.gov](http://disasterassistance.gov), in-person at a recovery center (see a recovery center directory at [asf.fema.gov/inter/locator/mobile.htm](http://asf.fema.gov/inter/locator/mobile.htm)) or via the toll-free telephone number 1-800-621-FEMA.

#### ABOUT TELETECH

TeleTech (NASDAQ: TTEC) is a leading global provider of customer experience, engagement and growth solutions delivered through its proprietary end-to-end Humanify™ Customer Engagement as a Service offering. Founded in 1982, the Company helps its clients acquire, retain and grow profitable customer relationships. Using customer-centric strategy, technology, processes and operations, TeleTech partners with business leadership across marketing, sales and customer care to design and deliver a simple, more human customer experience across every interaction channel. TeleTech's 48,000 employees live by a set of customer-focused values that guide relationships with clients, their customers, and each other. To learn more about how TeleTech is bringing humanity to the customer experience, visit [TeleTech.com](http://TeleTech.com).

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