



May 2, 2016

Dear Stockholders:

As we previously reported, Mr. James Barlett, a long-time TeleTech director, passed away on April 23, 2016. Mr. Barlett served on TeleTech's board of directors since 2000 and has been the company's vice chairman since 2001. Over the years, Mr. Barlett was a member of our board's Audit, Compensation, and Nominating & Governance committees, and most recently he chaired the Executive Committee of the board. As part of its ongoing board member recruiting campaign, our board of directors is reviewing candidates and plans to appoint Mr. Barlett's successor in due course. Mr. Barlett's successor will not be identified to stand for election in time for our 2016 Annual Stockholders Meeting. If a successor is identified before the 2017 Annual Stockholders Meeting, he or she will stand for election as part of the board's nominated director slate in 2017.

Very truly yours,

A handwritten signature in black ink, appearing to read "KT", with a long horizontal flourish extending to the right.

KENNETH D. TUCHMAN

Chairman and Chief Executive Officer