April 28, 2026

VIA EMAIL & OVERNIGHT DELIVERY on behalf of Lidana Chinea

State Trade and Rapid Response Program
Florida Department of Commerce
107 E. Madison Street, MSC 229
Tallahassee, FL 32399
1-866-352-2345
WARNnotices@commerce.fl.gov

Mayor Wayne M. Messam
Office of the Mayor
2300 Civic Center Place
Miramar, FL 33025
954-602-3198
wmessam@miramarfl.gov

Re: Notice of Mass Layoff

Dear Sir/Madam:

Pursuant to any obligation under the federal Worker Adjustment and Retraining Notification Act, we are writing to notify you that Contact US Teleservices, Inc., d/b/a Atento (the "Company") is conducting a reduction in force that will result in layoffs at the Company's facility located at 3350 SW 148th Avenue, Suite 404, Miramar FL 33027 (the "Employment Site"). The planned layoffs are expected to be permanent. At this time, approximately 91 employees assigned to the Employment Site will be terminated on June 26, 2026.

Affected employees are being provided 60 days' advance notice of their termination date, and they will continue to receive their full pay and benefits during the notice period or pay in lieu of notice for a portion of the notice period.

A list of the job titles of positions to be affected and the number of employees to be laid off in each job classification is attached hereto as **Exhibit A**.

This notice is given based upon the best information available from the Company at this time. If you have any questions or for further information, please contact Yajaira Mejia at yajaira.mejia@atento.com at 984-352-0555.

Very truly yours,

Lidana Chinea

Lidana Chinea
Human Resources Director for North Region

EXHIBIT A - LIST OF AFFECTED POSITIONS

71	Customer Service Representative
1	Content Team Lead
1	Operations Director
3	Operations Supervisor
1	Operations Manager
8	Quality Analyst
1	Real Time Analyst
3	Subject Matter Expert
1	IT Analyst
1	Trainer-Product and Services