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|--------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|----------------------------------------------------------------------------|---------|-------------|
| No. <b>C 129566</b>                                                                                                                                    |                  | Due no later than Jul 31, 2012                                                                                                                                                                            |            | 2. Registered Agent and Address <b>(NO PO BOX)</b>                         |         |             |
| Return to:<br>SECRETARY OF STATE<br>700 WEST JEFFERSON<br>PO BOX 83720<br>BOISE, ID 83720-0080<br><br><b>NO FILING FEE IF<br/>RECEIVED BY DUE DATE</b> |                  | <b>Annual Report Form</b><br><b>1. Mailing Address: Correct in this box if needed.</b><br>CONVERGYS CUSTOMER MANAGEMENT GROUP INC.<br>TAX DEPT<br>201 EAST FOURTH ST<br>11TH FLOOR<br>CINCINNATI OH 45202 |            | CT CORPORATION SYSTEM<br>1111 W JEFFERSON STE 530<br>BOISE ID 83702<br>USA |         |             |
|                                                                                                                                                        |                  |                                                                                                                                                                                                           |            | 3. <u>New</u> Registered Agent Signature:*                                 |         |             |
| 4. Corporations: Enter Names and Business Addresses of President, Secretary, and Directors. Treasurer (optional).                                      |                  |                                                                                                                                                                                                           |            |                                                                            |         |             |
| Office Held                                                                                                                                            | Name             | Street or PO Address                                                                                                                                                                                      | City       | State                                                                      | Country | Postal Code |
| DIRECTOR                                                                                                                                               | EARL C SHANKS    | 201 EAST FOURTH ST                                                                                                                                                                                        | CINCINNATI | OH                                                                         | USA     | 45202       |
| TREASURER                                                                                                                                              | DAVID R WIEDWALD | 201 EAST FOURTH ST                                                                                                                                                                                        | CINCINNATI | OH                                                                         | USA     | 45202       |
| PRESIDENT                                                                                                                                              | ANDREA J AYERS   | 201 EAST FOURTH ST                                                                                                                                                                                        | CINCINNATI | OH                                                                         | USA     | 45202       |
| SECRETARY                                                                                                                                              | TAMMY L ROHRER   | 201 EAST FOURTH ST                                                                                                                                                                                        | CINCINNATI | OH                                                                         | USA     | 45202       |
| DIRECTOR                                                                                                                                               | JEFFREY H FOX    | 201 EAST FOURTH ST                                                                                                                                                                                        | CINCINNATI | OH                                                                         | USA     | 45202       |
| 5. Organized Under the Laws of:<br><br><b>OH<br/>C 129566</b>                                                                                          |                  | 6. Annual Report must be signed.*<br>Signature: David R Wiedwald<br>Name (type or print): David R Wiedwald<br>Date: 05/21/2012<br>Title: Treasurer                                                        |            |                                                                            |         |             |
| Processed 05/21/2012                                                                                                                                   |                  | * Electronically provided signatures are accepted as original signatures.                                                                                                                                 |            |                                                                            |         |             |