

State of Idaho

Department of State

CERTIFICATE OF AUTHORITY OF

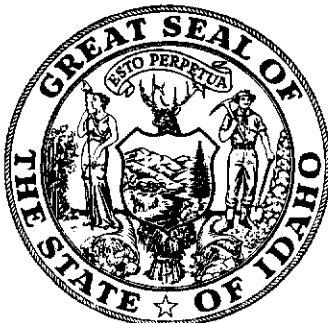
SYKES ENTERPRISES INCORPORATED

File number C 115919

I, PETE T. CENARRUSA, Secretary of State of the State of Idaho, hereby certify that duplicate originals of an Application of SYKES ENTERPRISES INCORPORATED for a Certificate of Authority to transact business in this State, duly signed and verified pursuant to the provisions of the Idaho Business Corporation Act, have been received in this office and are found to conform to law.

ACCORDINGLY and by virtue of the authority vested in me by law, I issue this Certificate of Authority to SYKES ENTERPRISES INCORPORATED to transact business in this State under the name SYKES ENTERPRISES INCORPORATED and attach hereto a duplicate original of the Application for such Certificate.

Dated: July 30, 1996



Pete T. Cenarrusa
SECRETARY OF STATE

By *Sam J. Clark*

2/96

APPLICATION FOR CERTIFICATE OF AUTHORITY (For Profit)

To the Secretary of State of Idaho

The undersigned Corporation applies for a Certificate of Authority and states as follows:

1. The name of the corporation is Sykes Enterprises Incorporated
2. The name which it shall use in Idaho is Sykes Enterprises Incorporated
3. It is incorporated under the laws of Florida
4. Its date of incorporation is 3/1/96 and its duration, if other than perpetual, is ---
5. The address of its principal office in the state or country under the laws of which it is incorporated is
100 N. Tampa Street, Suite 3900, Tampa, Florida 33602
6. The address to which correspondence should be addressed, if different than item 5, is ---
7. The street address of its registered office in Idaho is 300 N. 6th Street, Boise Idaho 83701
---, and its registered agent in Idaho at that address is CT Corporation System
8. The purpose or purposes which it is proposed to pursue in the transaction of business in Idaho are:
To engage in any lawful act or activity for which corporations may be organized to do business under the laws of Idaho.
9. The names and respective addresses of its directors and officers are:

Name	Office	Address
<u>SEE ATTACHED SCHEDULE "A"</u>		

10. The corporation accepts and shall comply with the Constitution and the laws of the State of Idaho.

Dated: 6/5/96

SYKES ENTERPRISES, INCORPORATED

(Corporation name)

By Scott J. Bunker

Its President, Vice President, Secretary or Assistant Secretary
(please specify)

Secretary of State use only
DATE 06/13/1996 0900 70207

CK #: 9294 CUST# 68307
1@ 100.00= AUTH PRO 100.00
CORP SUR 1@ 20.00= 20.00

: C

SCHEDULE A

SYKES ENTERPRISES, INCORPORATED

Incorporated in Florida on March 1, 1996

Officers

John H. Sykes
President, Chairman, CEO
616 Seascape Way
Tampa, Florida 33602
SSN 239-50-6262
DOB 07-18-36

David E. Garner
Senior Vice President
16502 Adaja De Avila
Tampa, Florida 33613
SSN 429-11-6304
DOB 02-14-58

John D. Gannett, Jr.
Senior Vice President
6365 Bahria Del Mar Blvd., #408-J
St. Petersburg, Florida 33715
SSN 172-42-2572
DOB 07-23-54

Scott J. Bendert
Vice President/Treasurer
3539 Lake Padgett Drive
Land O' Lakes, Florida 34629
SSN 267-39-2863
DOB 08-17-56

Business Address

100 N. Tampa Street
Suite 3900
Tampa, Florida 33602
(813) 274-1000

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Directors

John H. Sykes
616 Seascape Way
Tampa, Florida 33602
SSN 239-50-6262
DOS 07-18-36

David E. Garner
16502 Adaja De Avila
Tampa, Florida 33613
SSN 429-11-6304
DOB 02-14-58

John D. Gannett, Jr.
6365 Bahria Del Mar Blvd., #408-J
St. Petersburg, Florida 33715
SSN 172-42-2572
DOB 07-23-54

F.P. Bodenheimer, Jr.
5309 Dorchester Road
Greensboro, North Carolina 27407
SSN 243-36-7937
DOB 12-01-29

H. Park Helms
4901 Hadrian Way
Charlotte, North Carolina 28211
SSN 241-52-9090
DOB 11-05-35

Gordon H. Loetz
116 Riverbreeze Court
Arnold, Maryland 21012
SSN 214-54-9752
DOB 11-11-49

The Honorable R. James Stroker
2503 Carter Grove Circle
Windermere, Florida 32786
SSN 088-38-1178
DOB 07-13-46

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Suite 3900
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Tampa, Florida 33602
(813) 274-1000

137 Depot Street
P.O. Box 1149
Franklin, North Carolina 28734
(704) 524-2131

Two First Union Center
Suite 2300
Charlotte, North Carolina 28282
(704) 372-4884

811 Governor Ritchie Hwy.
Suite 25
Severna Park Prof. Centre
Severna Park, MD 21146
(410) 544-5544

Orange County Courthouse
37 North Orange Avenue
Orlando, Florida 32801
(407) 847-1462

State of Florida



Department of State

I certify from the records of this office that SYKES ENTERPRISES INCORPORATED, is a corporation organized under the laws of the State of Florida, filed on March 1, 1996.

The document number of this corporation is P96000019270.

I further certify that said corporation has paid all fees and penalties due this office through December 31, 1996, and its status is active.

I further certify that said corporation has not filed Articles of Dissolution.

Given under my hand and the
Great Seal of the State of Florida,
at Tallahassee, the Capital, this the
First day of May, 1996



CR2E022 (1-95)

Sandra B. Northam

Sandra B. Northam
Secretary of State