

## TRADEMARK ASSIGNMENT COVER SHEET

Electronic Version v1.1  
Stylesheet Version v1.2

ETAS ID: TM493003

<b>SUBMISSION TYPE:</b>	NEW ASSIGNMENT		
<b>NATURE OF CONVEYANCE:</b>	SECURITY INTEREST		
<b>CONVEYING PARTY DATA</b>			
<b>Name</b>	<b>Formerly</b>	<b>Execution Date</b>	<b>Entity Type</b>
Convergys Customer Management Delaware LLC		08/09/2018	Limited Liability Company: DELAWARE
<b>RECEIVING PARTY DATA</b>			
<b>Name:</b>	JPMorgan Chase Bank, N.A.		
<b>Street Address:</b>	4 Chase Metrotech Center		
<b>Internal Address:</b>	Mail code NY1- C413		
<b>City:</b>	Brooklyn		
<b>State/Country:</b>	NEW YORK		
<b>Postal Code:</b>	11245-0001		
<b>Entity Type:</b>	Bank: OHIO		
<b>PROPERTY NUMBERS Total: 3</b>			
<b>Property Type</b>	<b>Number</b>	<b>Word Mark</b>	
<b>Registration Number:</b>	2959506	CONVERGYS	
<b>Registration Number:</b>	2520504	CONVERGYS	
<b>Registration Number:</b>	2534431	CONVERGYS	
<b>CORRESPONDENCE DATA</b>			
<b>Fax Number:</b>	8004947512		
<i>Correspondence will be sent to the e-mail address first; if that is unsuccessful, it will be sent using a fax number, if provided; if that is unsuccessful, it will be sent via US Mail.</i>			
<b>Phone:</b>	202-370-4750		
<b>Email:</b>	ipteam@cogencyglobal.com		
<b>Correspondent Name:</b>	JOANNA MCCALL		
<b>Address Line 1:</b>	1025 Vermont Ave NW, Suite 1130		
<b>Address Line 2:</b>	COGENCY GLOBAL INC.		
<b>Address Line 4:</b>	Washington, D.C. 20005		
<b>ATTORNEY DOCKET NUMBER:</b>	F179757		
<b>NAME OF SUBMITTER:</b>	/Brandon H. Okun/		
<b>SIGNATURE:</b>	/Brandon H. Okun/		
<b>DATE SIGNED:</b>	10/08/2018		
<b>Total Attachments: 4</b>			

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NOTICE  
OF  
GRANT OF SECURITY INTEREST  
IN  
TRADEMARKS

United States Patent and Trademark Office


Ladies and Gentlemen:

Please be advised that pursuant to the Security and Pledge Agreement dated as of August 9, 2018 (as the same may be amended, modified, extended or restated from time to time, the "Agreement") by and among the Obligors party thereto (each an "Obligor" and collectively, the "Obligors") and JPMorgan Chase Bank, N.A., as Administrative Agent (the "Administrative Agent") for the holders of the Secured Obligations referenced therein, the undersigned Obligor has granted a continuing security interest in, and a right to set off against, any and all right, title and interest of such Obligor in and to the trademarks and trademark applications set forth on Schedule 1 hereto to the Administrative Agent for the ratable benefit of the holders of the Secured Obligations.

The undersigned Obligor and the Administrative Agent, on behalf of the holders of the Secured Obligations, hereby acknowledge and agree that the security interest in the foregoing trademarks and trademark applications (i) may only be terminated in accordance with the terms of the Agreement and (ii) is not to be construed as an assignment of any trademark or trademark application.

Very truly yours,

CONVERGYS CUSTOMER MANAGEMENT  
DELAWARE LLC

By: 

Name: David Wiedwald  
Title: Treasurer

Acknowledged and Accepted:

JPMORGAN CHASE BANK, N.A., as Administrative Agent

By: \_\_\_\_\_

Name:

Title:

[Signature Page to Notice of Grant of Security Interest in Trademarks (JPM)]

**TRADEMARK**  
**REEL: 006451 FRAME: 0355**

Very truly yours,

CONVERGYS CUSTOMER MANAGEMENT  
DELAWARE LLC

By: \_\_\_\_\_  
Name:  
Title:

Acknowledged and Accepted:

JPMORGAN CHASE BANK, N.A., as Administrative Agent

By: Caitlin Stewart

Name: Caitlin Stewart

Title: Executive Director

**SCHEDULE I**

<b>Appl. No.</b>	<b>Reg. No.</b>	<b>Title/Mark</b>	<b>Reg. Date</b>
78/325,941	2,959,506	CONVERGYS	6/7/2005
75/471,834	2,520,504	CONVERGYS	12/18/2001
75/477,825	2,534,431	CONVERGYS & Design	1/29/2002