

10-24-19



October 24, 2019

Florida Department of Economic Opportunity  
Division of Workforce Services  
Attn: Steven Gustafson, State Trade and Rapid Response Coordinator  
REACT Program  
MSC 229  
107 E. Madison Street  
Tallahassee, FL 32399-4137

Re: Notification of Program Closure

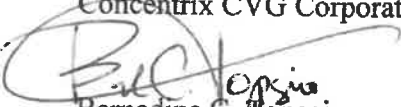
Dear Coordinator Gustafson:

In accordance with the Worker Adjustment and Retraining Notification Act, this letter is to advise you that Concentrix CVG Corporation (formerly Convergys Corporation) ("the Company") plans to permanently close one of the client programs located at the Lake Mary Contact Center facility located at 285 International Parkway, Lake Mary FL, 32746.

The closure is planned to occur on December 31, 2019 and could impact up to 125 employees. Although this program is closing, the Company will maintain a presence in the area through a significant number of positions on other programs. All current impacted employees who are willing and able to meet the established requirements will be offered positions on alternate programs within the Lake Mary facility.

If you need additional information, you may contact Amy Finkelstein, HR Business Partner, at 407-771-6358.

Sincerely,  
Concentrix CVG Corporation

  
Bernadine C. Vopazio  
Sr. Director, Legal Counsel

cc: WARNnotices@deo.myflorida.com

**Concentrix CVG Corporation**

**Job Titles:**

Associate, Operations Support	2
Manager II, Training & Quality	2
Operations Manager II	1
Quality Evaluator	3
Sr. Advisor I, Technical Support	110
Sr. Team Leader, Operations	4

**Bumping rights:** Employees have no bumping rights