Sarah Amoriell
People Operations

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NOTICE AS REQUIRED BY THE WORKER ADJUSTMENT & RETRAINING NOTIFICATION (WARN) ACT

June 26, 2026

VIA EMAIL

Yolanda Triplett
State Trade and Rapid Response Coordinator
Florida Department of Commerce
107 East Madison Street - MSC 229
Tallahassee, Florida 32399-4137

Email: yolanda.triplett@commerce.fl.gov

Dear Ms. Triplett:

The purpose of this letter is to inform you that earlier this month, Conduent was informed of a change in business needs and therefore the customer experience management work currently performed by the group affected by the change in business needs will be ending. This will result in the elimination of positions associated with that work. Services delivered from Pasay City will end on July 31, 2026, followed by services delivered from the United States on August 28, 2026. As a result, Conduent Commercial Solutions, LLC. ("Conduent") will no longer provide the technical and billing contact center LOB services that employees have been supporting from their homes across the United States. Conduent expects to terminate the employment of employees (all of whom work remotely from their homes) supporting that program on August 28, 2026. A summary of these actions is provided below.

All affected employees are being notified of the terminations concurrently. The addresses of the employees' sites that are being affected are their homes as all of the affected employees work remotely from their homes. Please find attached a list of the positions that will be eliminated in your state and the anticipated number of employees in each position.

This Notice is intended to satisfy the requirements of the Worker Adjustment & Retraining Notification (WARN) Act. Questions concerning the foregoing should be sent to me.

Regards,
Sarah Amoriell
Human Resources
315-404-9183

Position Titles	Number Impacted
Customer Experience Associate I	31
Customer Experience Associate II	22
CXM Flex Manager I	1
Quality Assurance Associate III	1
Supervisor, Delivery	1

CITY	STATE	ZIP CODE
APOPKA	FL	32703
CITRUS SPRINGS	FL	34434
CLEARWATER	FL	33760
CLERMONT	FL	34714
DAVENPORT	FL	33897
DAVIE	FL	33325
DELTONA	FL	32738
FORT LAUDERDALE	FL	33310
GAINESVILLE	FL	32609
HERNANDO	FL	34442
HIALEAH	FL	33016
JACKSONVILLE	FL	32209
KISSIMMEE	FL	34747
LAKE CITY	FL	32024
LAND O LAKES	FL	34638
LOXAHATCHEE	FL	33470
LYNN HAVEN	FL	32444
MALABAR	FL	32950
MIAMI	FL	33193
MIDDLEBURG	FL	32068
NEW PORT RICHEY	FL	34654
ORANGE PARK	FL	32065
ORLANDO	FL	32812
PALM BAY	FL	32905
PALM COAST	FL	32164
PANAMA CITY	FL	32405
PEMBROKE PINES	FL	33029
PENSACOLA	FL	32505
POINCIANA	FL	34759
PORT SAINT LUCIE	FL	34987
RUSKIN	FL	33570
SEBASTIAN	FL	32958
TALLAHASSEE	FL	32309
TAMARAC	FL	33321
TAMPA	FL	33615
TARPON SPRINGS	FL	34689
WELLBORN	FL	32094
WESLEY CHAPEL	FL	33544

WEST PALM BEACH	FL	33401
WINTER PARK	FL	32792