

**CONVERGYS CUSTOMER MANAGEMENT GROUP, INC.
AMENDMENT 8 TO
MASTER TELESERVICES AGREEMENT CW231716**

THIS AMENDMENT (“Amendment”) is made effective on **08/01/2016** by and between **Convergys Customer Management Group, Inc.**, an Ohio corporation with its principal place of business at 201 East Fourth Street, Atrium One, Cincinnati, Ohio 45202 (**“Provider” or “Company”**), and **American Express Travel Related Services Company, Inc.**, a New York corporation having an office at 200 Vesey Street, New York, NY 10285 (**“AXP”**) (Provider and AXP, jointly, the **“parties”**), for the purpose of Master Teleservices Agreement (**“Master”**).

RECITALS

- A. Effective 8/1/2011, AXP and Provider entered into the Master Teleservices Agreement CW217616.
- B. The parties now wish to further amend the Master as set forth in this Amendment.

THEREFORE, and for good and valuable consideration, the receipt, adequacy, and legal sufficiency of which are hereby acknowledged, the parties mutually and knowingly enter into this Amendment and by such amendment agree to and do amend the Master as follows:

AGREEMENT

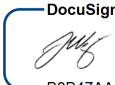
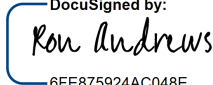
A. General

- 1. **Entire Agreement:** The above-referenced Agreement; Schedules; and Amendments, are each entirely incorporated herein. Together, they represent the entire agreement (**“Agreement”**) between the parties with respect to the Services, and there are no other representations, understandings or agreements between the parties relative to the Services. All terms, conditions and covenants (**“Provisions”**) of the Agreement remain in full force and effect, except as otherwise provided in this Amendment. Any term not otherwise defined herein, shall have the meaning specified in the Agreement. The Agreement, except as otherwise provided in this Amendment, shall apply to all transactions authorized and undertaken by and between the parties pursuant to this Amendment, to the exclusion of all other representations, understandings or agreements and Provisions.
- 2. **Order of Precedence:** In the event of conflict between the provisions of this Amendment and the provisions of the Schedule or Agreement, the provisions of this Amendment shall control. This Amendment is good and sufficient notice of all matters herein.
- 3. **Effective Date:** This Amendment shall be effective from the above-stated Amendment Effective Date through the Term of the Master.
- 4. **Modifications to Amendment:** This Amendment may only be modified or amended in a written document signed by both parties.
- 5. **Miscellaneous:** Except as set forth herein, the Agreement shall remain in full force and effect. Neither party has made any representations nor warranties, whether express, implied or arising by custom or usage of trade, in connection with the negotiation and execution of this Amendment.

6. **Amendment to the Master:** Pursuant to the above, the parties agree to amend Section 24, Initial Term of the Master by extending the Initial Term for an additional six (6) months expiring on February 1, 2017.

7. **Execution:**

IN WITNESS WHEREOF, the parties have executed this Amendment to the Schedule as of the day and year first written above.

AMERICAN EXPRESS TRAVEL RELATED SERVICES COMPANY, INC.	CONVERGYS CUSTOMER MANAGEMENT GROUP INC.
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An Authorized Signatory	An Authorized Signatory
Jim P Walejko	Ron Andrews
Name	Name
Category Management Director	Vice President
Title	Title
July 21, 2016	July 21, 2016
Dated	Dated