

AMENDMENT

This Amendment (CW2379282) ("**Amendment**") is made and entered into this 1st day of January, 2015 between **American Express Travel Related Services Company, Inc. ("AXP")** and **Convergys Customer Management Group, Inc. ("Provider")** with reference to the following:

A. AXP and Provider entered into an Master Service Agreement (CW231716) and subsequent Statement of Work (CW2379282), the "Agreement" for which is incorporated herein by reference; and

B. AXP and Provider wish to Amend certain of their understandings as set forth in the Agreement, to address Renewal Term and implementation of revised Pay for Performance scorecard.

NOW, THEREFORE, in consideration of the mutual promises and agreements set forth below, the parties further agree as follows:

AMENDED TERMS (S):

1. Pursuant to Section 1.1 of the Schedule (CW2379282); the Term shall be extended for an additional year expiring on December 31, 2015.
2. Amending section V. Performance Based Pay Program (Pricing Structure); as follows effective May 1, 2015:

BB SERVE Onboarding :

Metric	Weight	G1	G2	G3	G4	G5
AHT	30%	<420	420-435	435-450	450-465	>480
Procedures	40%	>99.5	98.5-99.5	97.5-98.5	96.5-97.5	<96.5
Customer Experience	30%	TBD	TBD	TBD	TBD	TBD

- Till the time Customer Experience scores are not fixed.. The rating will be a default G3.

BB SERVE BACKEND :

Metric	Weight	G1	G2	G3	G4	G5
Procedures	100%	>99.5	98.5-99.5	97.5-98.5	96.5-97.5	<96.5

3. GENERAL

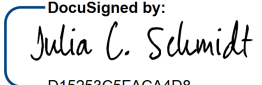
A. If there is a conflict between the Agreement and this Addendum, the terms of this Addendum will govern if this Amendment expressly references the provisions of the Agreement with which they are inconsistent.

B. Except as otherwise modified herein, the capitalized terms used in this Amendment shall have the meaning specified in the Agreement.

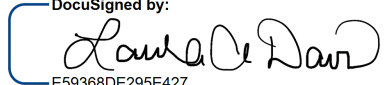
C. Except as amended herein, the remaining terms and conditions of the Agreement shall remain in full force and effect.

IN WITNESS WHEREOF, Provider and AXP have caused this Addendum to be executed on their behalf by their duly authorized officers, all as of the date first above-written.

**AMERICAN EXPRESS TRAVEL
RELATED SERVICES COMPANY, INC.**

DocuSigned by:

By: D15253G5FACA4D8...
Name: Julia C. Schmidt
(Type or print)
Title: Category Management Director
Date: 6/25/2015

**Convergys Customer Management
Group, Inc.**

DocuSigned by:

By: E59368DE295E427...
Name: Laura (Lori) Davis
(Type or print)
Title: Vice President
Date: 6/25/2015