



January 22, 2020

Missouri Workforce Commission
Attn: Lisa Marshall
WARN Coordinator Dept. of Economic Development
P. O. Box 1087
Jefferson City, MO, 65102



Re: Notification of Program Closure

Dear Official Marshall:

This letter updates our previous letter dated January 15, 2020, indicating that in accordance with the Worker Adjustment and Retraining Notification Act, Concentrix CVG Corporation (formerly Convergys) ("the Company") plans to permanently close one of the client programs located at the Arnold Contact Center facility located at 1900 Meyer Drury Lane, Arnold, MO., 63010.

The closure is planned to occur on April 4, 2020. We initially reported in our letter of January 15, 2020 that 205 employees would be impacted. However, because some employees have been able to find employment on other programs, that number has now been reduced to 168 employees that may be impacted. And, 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 Arnold facility.



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Re: Notification of Program Closure

Dear Official Marshall:

In accordance with the Worker Adjustment and Retraining Notification Act, this letter is to advise you that Concentrix CVG Corporation (formerly Convergys) ("the Company") plans to permanently close one of the client programs located at the Arnold Contact Center facility located at 1900 Meyer Drury Lane, Arnold, MO., 63010.

The closure is planned to occur on April 4, 2020 and could impact up to 205 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 Arnold facility.

cc: lisa.marshall@ded.mo.gov