

F98000002515

(Requestor's Name)

(Address)

(Address)

(City/State/Zip/Phone #)

PICK-UP     WAIT     MAIL

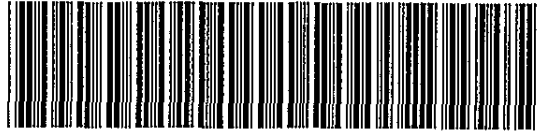
(Business Entity Name)

(Document Number)

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SECRETARY OF STATE  
TALLAHASSEE, FLORIDA

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**TRANSMITTAL LETTER**

**TO:** Amendment Section  
Division of Corporations

**SUBJECT:** TechTeam Global, Inc  
(Name of corporation)

**DOCUMENT NUMBER:** F98000002515

The enclosed Amendment and fee are submitted for filing.

Please return all correspondence concerning this matter to the following:

Annette Corbat  
(Name of person)

TechTeam Global, Inc  
(Name of firm/company)

27335 W Eleven Mile  
(Address)

Southfield, MI 48034  
(City/state and zip code)

For further information concerning this matter, please call:

Annette Corbat at ( 248 ) 2123-5672  
(Name of person) (Area code & daytime telephone number)

Enclosed is a check for the following amount:

- \$35.00 Filing Fee       \$43.75 Filing Fee & Certificate of Status       \$43.75 Filing Fee & Certified Copy (Additional copy is enclosed)       \$52.50 Filing Fee, Certificate of Status & Certified Copy (Additional copy is enclosed)

**Mailing Address:**  
Amendment Section  
Division of Corporations  
P.O. Box 6327  
Tallahassee, FL 32314

**Street Address:**  
Amendment Section  
Division of Corporations  
409 E. Gaines Street  
Tallahassee, FL 32399



FLORIDA DEPARTMENT OF STATE  
Glenda E. Hood  
Secretary of State

January 5, 2004

ANNETTE CORBAT  
TECHTEAM GLOBAL, INC.  
27335 W. ELEVEN MILE  
SOUTHFIELD, MI 48034

SUBJECT: NATIONAL TECHTEAM, INC.  
Ref. Number: F98000002515

We have received your document for NATIONAL TECHTEAM, INC. and your check(s) totaling \$35.00. However, the enclosed document has not been filed and is being returned for the following correction(s):

An original, duly authenticated certificate from the state of incorporation/organization evidencing the amendment, must be submitted with the application. The certificate must have been issued within the past 90 days.

**THE REINSTATEMENT MUST BE COMPLETED BEFORE THE NAME CHANGE CAN BE FILED.**

Please return your document, along with a copy of this letter, within 60 days or your filing will be considered abandoned.

If you have any questions concerning the filing of your document, please call (850) 245-6880.

Karen Gibson  
Document Specialist

Letter Number: 104A00000228

RECEIVED

04 JAN 16 AM 9:24

DIVISION OF CORPORATIONS



FLORIDA DEPARTMENT OF STATE  
Glenda E. Hood  
Secretary of State

September 18, 2003

NATIONAL TECHTEAM, INC.  
27335 WEST ELEVEN MILE ROAD  
SOUTHFIELD, MI 48034 US

SUBJECT: NATIONAL TECHTEAM, INC.  
Ref. Number: F98000002515

We have received your document for NATIONAL TECHTEAM, INC. and check(s) totaling \$550.00. However, your check(s) and document are being returned for the following:

The records of the Division of Corporations do not reflect a name change has been filed for this corporation as indicated on the enclosed annual report/uniform business report. This report cannot be filed under the new name until an amendment has been filed. For your convenience, enclosed are the instructions and/or forms to change the name. Please return the amendment and annual report/uniform business report together to the address indicated on the amendment form.

The amendment filing fee is \$35.

**TO AVOID THE ADMINISTRATIVE DISSOLUTION/REVOCAION, PLEASE RETURN THE CORRECTED REPORT TO THIS OFFICE WITHIN 30 DAYS OF THE DATE OF THIS LETTER.**

If you have any questions concerning the filing of your document, please call (850) 245-6059.

Ruby Dunlap  
Document Specialist

Letter Number: 603A00051742

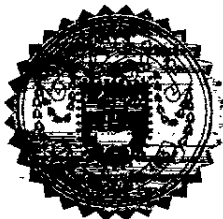


2004 0782  
*Delaware*

PAGE 1

*The First State*

I, HARRIET SMITH WINDSOR, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY THAT THE SAID "NATIONAL TECHTEAM, INC.", FILED A CERTIFICATE OF AMENDMENT, CHANGING ITS NAME TO "TECHTEAM GLOBAL, INC.", THE THIRTEENTH DAY OF MAY, A.D. 2002, AT 12:15 O'CLOCK P.M.



2137744 8320

040034527

*Harriet Smith Windsor*

Harriet Smith Windsor, Secretary of State

AUTHENTICATION: 2934191

DATE: 02-17-04

CERTIFICATE OF AMENDMENT  
TO CERTIFICATE OF INCORPORATION  
OF  
NATIONAL TECHTEAM, INC.

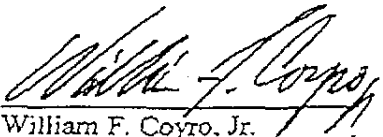
William F. Coyro, Jr. and Michael A. Sosin certify that:

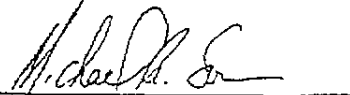
1. They are President and Secretary, respectively, of National TechTeam, Inc., a Delaware corporation (the "Corporation").
2. Article First of the Certificate of Incorporation is amended in its entirety to read:  
  
"FIRST, the name of the corporation is TechTeam Global, Inc."
3. The foregoing Amendment of Certificate of Incorporation has been duly approved by the board of directors on February 26, 2002, in accordance with Section 141 (f) of the Delaware General Corporation Law.

4. The foregoing Amendment of Certificate of Incorporation has been duly approved by the required vote of stockholders as of May 8, 2002 in accordance with Section 228 (a) of the Delaware General Corporation Law. The total number of outstanding share of the Corporation is 11,386,327. The number of shares voted in favor of the amendment equaled or exceeded the 50% votes required.

We further declare under penalty of law that the matters set forth in this certificate are true and correct to our own knowledge.

Dated: May 8, 2002

  
William F. Coyro, Jr.  
President

  
Michael A. Sosin  
Secretary