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ACCOUNT NO. : 072100000032

REFERENCE : 485566 6471A

AUTHORIZATION :

COST LIMIT : \$ PREPAID

FILED
2002 MAR 20 AM 9:55
SECRETARY OF STATE
TALLAHASSEE FLORIDA

ORDER DATE : March 20, 2002

ORDER TIME : 4:05 PM

ORDER NO. : 485566-005

CUSTOMER NO: 6471A

CUSTOMER: Kurt E. Thalwitzer, Esq
Mateer & Harbert, P.a.

Suite 600
225 East Robinson Street
Orlando, FL 32801

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DEPARTMENT OF STATE
SECRETARY OF CORP. AFF. AFF.
TALLAHASSEE FLORIDA

DOMESTIC FILING

NAME: CENTRAL FLORIDA CHAPTER,
INTERNATIONAL CUSTOMER
SERVICES ASSOCIATION, INC.

EFFECTIVE DATE:

XX ARTICLES OF INCORPORATION

PLEASE RETURN THE FOLLOWING AS PROOF OF FILING:

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-03/21/02--01018--005

*****70.00 *****70.00

XX PLAIN STAMPED COPY

CONTACT PERSON: Deborah Schroder - EXT. 1118

EXAMINER'S INITIALS:

15
3/21/02

**ARTICLES OF INCORPORATION
OF
CENTRAL FLORIDA CHAPTER,
INTERNATIONAL CUSTOMER SERVICES ASSOCIATION, INC.**

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SECRETARY OF STATE
TALLAHASSEE FLORIDA

THE UNDERSIGNED, for the purpose of forming a corporation not for profit under and pursuant to Chapter 617, Florida Statutes, certifies that:

**ARTICLE I
NAME**

The name of this corporation is CENTRAL FLORIDA CHAPTER, INTERNATIONAL CUSTOMER SERVICES ASSOCIATION, INC. ("Corporation").

**ARTICLE II
PRINCIPAL PLACE OF BUSINESS AND MAILING ADDRESS**

The principal place of business and the mailing address of this Corporation shall be:

1801 Lee Road, Suite 245, Winter Park, Florida 32789

**ARTICLE III
PURPOSES**

Section 3.1. This Corporation is a corporation not for profit. No part of its net earnings shall inure to the benefit of any private shareholder or member.

Section 3.2. The purpose for which this Corporation is organized is as follows:

- (A) To promote and protect the interest and concerns of customer service management in the Central Florida area;
- (B) To act as a trade chapter for its members and, as such, to perform for its members those services which can better be performed as a group than separately to promote the development and awareness of the customer service profession through networking, education, and research;
- (C) To provide its members with a forum for sharing knowledge and experience, searching for solutions and networking with other professionals in customer service management;
- (D) To do any and all lawful acts and things to help the customer service management industry serve the public and promote any legitimate common interest of its members; and
- (E) The Corporation is organized as a nonprofit chapter of the International Customer Service Association, Inc. and shall not be operated for pecuniary gain or profit, nor will any part of income or assets of the Corporation be distributed or allowed to inure to the

benefit of any individual for any purpose other than those for which this Corporation is formed.

ARTICLE IV
BOARD OF DIRECTORS

The Directors of the Corporation shall be elected at the time and in the manner provided for in the Bylaws.

ARTICLE X
INITIAL REGISTERED AGENT AND STREET ADDRESS

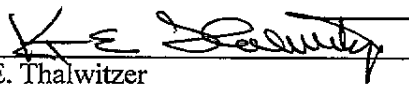
The name and street address of the initial registered agent is:

Kurt E. Thalwitzer
225 East Robinson Street, Suite 600
Orlando, Florida 32802

ARTICLE XI
INCORPORATOR

The name and address of the incorporator to these Articles of Incorporation is Kurt E. Thalwitzer, Mateer & Harbert, P.A., 225 E. Robinson Street, Suite 600, Orlando, Florida 32801.

The undersigned incorporator has executed these Articles of Incorporation this 19th day of March, 2002.


Kurt E. Thalwitzer

STATE OF FLORIDA
COUNTY OF ORANGE

The foregoing instrument was acknowledged before me this 19th day of March, 2002, by Kurt E. Thalwitzer, who is personally known to me.



Notary Public
My Commission Expires: _____

(AFFIX NOTARY SEAL)



Laurie A. Dana
MY COMMISSION # DD004228 EXPIRES
June 25, 2005
BONDED THRU TROY FAIR INSURANCE, INC.

**CERTIFICATE OF DESIGNATION
OF REGISTERED AGENT/REGISTERED OFFICE**

In compliance with Chapter 48.091, Florida Statute and Florida Statute §617.0501, the undersigned corporation submits the following statement designating the registered office and registered agent in the State of Florida.

1. The name of the corporation is CENTRAL FLORIDA CHAPTER,
INTERNATIONAL CUSTOMER SERVICES ASSOCIATION, INC.

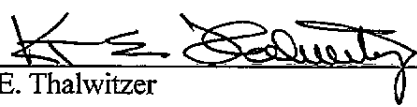
2. The name and street address of the registered agent and office is:

Kurt E. Thalwitzer
Mateer & Harbert, P.A.
225 East Robinson Street, Suite 600
Orlando, Florida 32802

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TALLAHASSEE FLORIDA

ACKNOWLEDGMENT

Having been named to accept service of process for the above stated corporation, at the place designated in this Certificate, I hereby agree to act in this capacity, and agree to comply with the provisions of said Act relative to keeping open said office.



Kurt E. Thalwitzer
(Registered Agent)

March 19, 2002

(Date)