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TRANSMITTAL LETTER

TO: Amendment Section
Division of Corporations

SUBJECT: SITEL Financial Insurance Services, Inc.
(Name of corporation)

DOCUMENT NUMBER: F96000003215

The enclosed Amendment and fee are submitted for filing.

Please return all correspondence concerning this matter to the following:

Dave Wilwerding

(Name of person)

SITEL Corporation

(Name of firm/company)

7277 World Communications Drive

(Address)

Omaha, NE 68122

(City/state and zip code)

For further information concerning this matter, please call:

Dave Wilwerding

(Name of person)

at (402) 963-6364

(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 &
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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

RESOLUTION OF BOARD OF DIRECTORS

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03 SEP -2 PM 4: 1

SECRETARY OF STATE
TALLAHASSEE, FLORIDA

I, the undersigned, Henry J. Leszczynski, do hereby certify that this Resolution of the Board of Directors of Financial Insurance Services, Inc., a corporation duly organized and existing under the laws of the State of Nebraska, was duly adopted on August 26, 2003.

Be it resolved, that Financial Insurance Services, Inc., organized and existing in the State of Nebraska, hereby discontinues the use of the name SITEL Financial Insurance Services, Inc. for use in Florida and adopts the name Financial Insurance Services, Inc. for use in Florida.

Dated: August 26, 2003


Signature of either Chairman, Vice Chairman or any officer

Henry J. Leszczynski, Director and President

Type or print name