Mailing Address

PROFIT CORPORATION ANNUAL REPORT

1999

Principal Place of Business



FLORIDA DEPARTMENT OF STATE

Katherine Harris

Secretary of State DIVISION OF CORPORATIONS

DOCUMENT # F97000001934

CUSTOMER SATISFACTION RESEARCH INC.

P.O. BOX 770268 P.O. BOX 770268 ORLANDO FL 32877 ORLANDO FL 32877 DO NOT WRITE IN THIS SPACE 3. Date Incorporated or Qualified 04/14/1997 Applied For 4 FFI Number 2a. Mailing Address 2. Principal Place of Business Not Applicable 59-3419175 26 21 \$8.75 Additional Suite, Apt. #, etc. Suite, Apt. #, etc. 5. Certificate of Status Desired Fee Required 27 22 City & State City & State 6. Election Campaign Financing \$5.00 May Be Added to Fees Trust Fund Contribution 28 23 Country Country Zip 8. This corporation owes the current year Zip Intangible Personal Property. Yes 30 25 29 24 10. Name and Address of New Registered Agent 9. Name and Address of Current Registered Agent Name WOLFE, LARRY Street Address (P.O. Box Number is Not Acceptable) 82 200-A JOHN KNOX ROAD TALLAHASSEE FL 32303-6643 Zip Code 84 City 11. Pursuant to the provisions of sections 607.0502 and 607.1508, Florida Statutes, the above-named corporation submits this statement for the purpose of changing its registered office or registered agent, or both, in the State of Florida. Such change was authorized by the corporation's board of directors. I hereby accept the appointment as registered agent. I am familiar with, and accept the obligations of, section 607.0505, Florida Statutes. SIGNATURE (NOTE: Registered Agent signature required when reinstating) Signature, typed or printed name of registered agent and title if applicable ADDITIONS/CHANGES TO OFFICERS AND DIRECTORS IN 12 OFFICERS AND DIRECTORS 13. 12. Change Addition 1.1 TITLE TITLE DELETE 1.2 NAME HANSEN, KELLY NAME 1313 N MARKET ST STREET ADDRESS 1.3 STREET ADDRESS WILMINGTON DE 19801 1.4 CITY-ST-ZIP CITY-ST-ZIP Change Addition 2.1 TITLE TITLE DELETE 2.2 NAME MILLER, BETH NAME PO BOX 770268 N/A 2.3 STREET ADDRESS STREET ADDRESS ORLANDO FL 32877 2.4 CITY-ST-ZIP CITY-ST-Z!P 3.1 TITLE Addition DELETE TITLE 3.2 NAME NAME 3.3 STREET ADDRESS STREET ADDRESS 3.4 CITY-ST-ZIP CITY-ST-ZIP Change 4.1 TITLE Addition TITLE DELETE 4.2 NAME NAME 4.3 STREET ADDRESS STREET ADDRESS 4.4 CITY-ST-ZIP CITY-ST-ZIP 5.1 TITLE Change ___ Addition DELETE TITLE 5.2 NAME NAME 5.3 STREET ADDRESS STREET ADDRESS 5.4 CITY-ST-ZIP CITY-ST-ZIP Change 6.1 TITLE Addition TITLE DELETE NAME 6.2 NAME 6.3 STREET ADDRESS STREET ADDRESS

6.4 CITY-ST-ZIP

14. I hereby certify that the information supplied with this filing does not qualify for the exemption stated in section 119.07(3)(i), Florida Statutes. I further certify that the information indicated on this annual report or supplemental annual report is true and accurate and that my signature shall have the same legal effect as if made under oath; that I am an officer or director of the corporation or the representative or trusted empowered to execute this report as required by Chapter 607, Florida Statutes; and that my name appears in Block 12 or Block 13 if changed, or or an affect ment with an address. SIGNATURE:

800 515-9775

FILED Sep 16, 1999 8:00 am Secretary of State

09-16-1999 90010 005 ***550.00