



THE UNITED STATES  
CORPORATION  
COMPANY

F97000002197

ACCOUNT NO. : 072100000032

REFERENCE : 796083 7133578

AUTHORIZATION :

COST LIMIT : \$ 35.00

*Patricia Piggitt*

ORDER DATE : April 27, 1998

ORDER TIME : 9:29 AM

ORDER NO. : 796083-010

CUSTOMER NO: 7133578

CUSTOMER: Ms. Cheryl Pleasant  
Sykes Healthplan Service  
11405 Bluegrass Parkway

Louisville, KY 40299

FILED  
98 APR 30 PM 3:59  
TALLAHASSEE, FLORIDA  
SECRETARY OF STATE

*Name Change Amend*

700002506327--5

FOREIGN FILINGS

NAME: PRUDENTIAL SERVICE BUREAU,  
INC.

XX PROFIT  
NON-PROFIT

XX CORPORATE  
LIMITED PARTNERSHIP

XXXX AMENDMENT

PLEASE RETURN THE FOLLOWING AS PROOF OF FILING:

XX CERTIFIED COPY  
XX PLAIN STAMPED COPY  
CERTIFICATE OF GOOD STANDING

CONTACT PERSON: Cassandra Bryant

Name	<i>Don</i>
Document	<i>Don</i>
Update	<i>Don</i>
Verify	<i>Don</i>
Acknowledgement	<i>Don</i>
W.P. Verifier	<i>Don</i>

RECEIVED  
98 APR 30 AM 10:39  
DEPARTMENT OF STATE  
DIVISION OF CORPORATIONS  
TALLAHASSEE, FLORIDA

(Pursuant to s. 607.1504, F.S.)

**(1-3 MUST BE COMPLETED)**

Date authorized to do business in Florida

**FILED**

**(4-7 COMPLETE ONLY THE APPLICABLE CHANGES)**

Title



JOHN Y. BROWN III  
SECRETARY OF STATE

**CERTIFICATE**

I, JOHN Y. BROWN III, Secretary of State for the Commonwealth of Kentucky, do certify that the foregoing writing has been carefully compared by me with the original record thereof, now in my official custody as Secretary of State and remaining on file in my office, and found to be a true and correct copy of ARTICLES OF AMENDMENT OF

PRUDENTIAL SERVICE BUREAU, INC. CHANGING NAME TO SYKES HEALTHPLAN SERVICE BUREAU, INC. FILED APRIL 1, 1998.

IN WITNESS WHEREOF, I have hereunto  
set my hand and affixed my official seal.

Done at Frankfort this 28TH day of

APRIL, 19 98  
*John Y. Brown III*  
Secretary of State, Commonwealth of Kentucky

DD

#263899

RECEIVED & FILED  
4/1/98

ARTICLES OF AMENDMENT  
OF  
PRUDENTIAL SERVICE BUREAU, INC.

APR 1 12 13 PM '98  
JOHN Y. DROWN III  
SECRETARY OF STATE  
COMMONWEALTH OF KENTUCKY  
BY *[Signature]*

To the Secretary of State  
Commonwealth of Kentucky

Pursuant to the provisions of the Kentucky Business Corporation Act, the corporation hereinafter named (the "corporation") does hereby adopt the following Articles of Amendment.

1. The name of the corporation is Prudential Service Bureau, Inc.
2. Article One of the Articles of Incorporation of the corporation is hereby amended so as henceforth to read as follows:

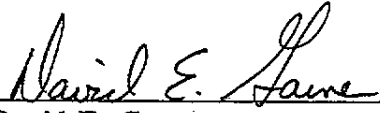
"The name of the corporation is Sykes HealthPlan Service Bureau, Inc."

3. The date of adoption of the aforesaid amendment was March 31, 1998.
4. The designation, the number of outstanding shares, the number of shares entitled to be cast by the voting group entitled to vote on the said amendment, and the number of votes of the voting group indisputably represented at the meeting at which the said amendment was approved are as follows:
  - (a) Designation of voting group: common stock
  - (b) Number of outstanding shares of voting group: 100
  - (c) Number of shares of voting group entitled to vote separately on the amendment: 100
  - (d) Number of shares of voting group indisputably represented at the meeting: 100
5. The total number of votes cast for and against the said amendment by the voting group entitled to vote on the said amendment is as follows:
  - (a) Designation of voting group: common stock
  - (b) Number of votes of voting group cast for the amendment: 100
  - (c) Number of votes of voting group cast against the amendments: 0
6. The said number of votes cast for the said amendment was sufficient for the approval thereof by the said voting group.

7. The effective time and date of these Articles of Amendment shall be at the time and date of filing thereof.

Executed on March 31, 1998.

PRUDENTIAL SERVICE BUREAU, INC.

  
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David E. Garner  
President

TPA3-523739