



Marion County Board of County Commissioners

McPherson Governmental Campus
601 SE 25th Ave.
Ocala, FL 34471
Phone: 352-438-2300
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District 1 - Craig Curry, Commissioner
District 2 - Kathy Bryant, Commissioner
District 3 - Jeff Gold, Chairman
District 4 - Carl Zalak III, Vice Chairman
District 5 - Michelle Stone, Commissioner

August 17, 2021

Via Certified Mail

Return Receipt Requested

Receipt # 7017 1070 0000 9782 9268

Sitel Operating Corporation
Attn. Vice President of Real Estate and Development
3102 West End Avenue, Suite 100
Nashville, TN 37203

Also Sent:

Via Email: Kushal.Bangera@sitel.com

Via Certified Mail

Return Receipt Requested

Receipt # 7017 1070 0000 9782 9275

Sitel Operating Corporation
Legal Department
3102 West End Avenue, Suite 100
Nashville, TN 37203

Also Sent:

Via Email: Sachin.Trehan@sitel.com

Re: EIP/EDFIG Grant Agreement between Sitel Operating Corporation, City of Ocala, and Marion County, Effective Date 6/1/2012 (the "Agreement")

Dear Sirs:

The purpose of this letter is to put you on notice that Marion County deems Sitel Operating Corporation ("Sitel") to be in default of the Agreement identified above and, accordingly, the Agreement is hereby terminated.

The reasons for this action include Sitel's breach of the following Mandatory Requirements:

1. Occupancy Requirement. Failure to perform under paragraph 3.1.2 of the Agreement as it appears Sitel no longer occupies the Premises or utilizes the Facilities for the Business;
2. Electric Customer. Failure to remain an exclusive customer of Ocala Electric as required by paragraph 3.1.7 of the Agreement as the City of Ocala has advised that Sitel terminated its account; and
3. Reporting. Failure to perform Reporting Requirement under paragraph 3.1.11 of the Agreement as Sitel failed to submit timely quarterly reports in 2020 and thereafter as well as failed to submit an annual report due October 30, 2020. Marion County sent Sitel written notice of same on January 26, 2021, but Sitel failed to respond.

While termination of the Agreement is regrettable, multiple attempts to communicate with you have gone unanswered and left the County with no alternative. Good luck in your endeavors moving forward.

Very truly yours,

Jeff Gold, Chairman

Cc: Sandra Wilson, City Manager, City of Ocala,
Aubrey Hale, Chief Development Official, City of Ocala