

CONVERGYS CORP  
Form 8-K  
May 24, 2004

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# SECURITIES AND EXCHANGE COMMISSION

Washington, D.C. 20549

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## FORM 8-K

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CURRENT REPORT

PURSUANT TO SECTION 13 OR 15(d) OF THE  
SECURITIES EXCHANGE ACT OF 1934

Date of Report: May 20, 2004

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# CONVERGYS CORPORATION

(Exact name of registrant as specified in its charter)

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Ohio  
(State or other jurisdiction  
of incorporation)

1-4379  
(Commission File Number)

31-1598292  
(IRS Employer  
Identification No.)

201 East Fourth Street  
  
Cincinnati, Ohio  
(Address of principal executive offices)

45202  
(Zip Code)

**Registrant's telephone number, including area code: (513) 723-7000**

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**Item 5. Other Events.**

On May 20, 2004, Convergys Corporation (NYSE:CVG) consummated its acquisition of 100% of the outstanding shares of Encore Receivables Management, Inc., an Olathe, Kansas-based provider of accounts receivable management and collection services whose clients include companies in the bank card, telecommunications, retail and automotive industries.

**SIGNATURES**

Pursuant to the requirements of the Securities Exchange Act of 1934, the registrant has duly caused this report to be signed on its behalf by the undersigned hereunto duly authorized.

**CONVERGYS CORPORATION**

By: /s/ William H. Hawkins II

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William H. Hawkins II  
General Counsel and Secretary

Date: May 24, 2004