

SUPPORTSOFT INC  
Form 8-K  
July 14, 2003

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# SECURITIES AND EXCHANGE COMMISSION

Washington, D.C. 20549

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## FORM 8-K

### CURRENT REPORT

Pursuant to Section 13 or 15(d) of the  
Securities Exchange Act of 1934

Date of Report: July 14, 2003

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## SUPPORTSOFT, INC.

(Exact name of registrant as specified in its charter)

Delaware  
(State or Other)

Jurisdiction of Incorporation)

000-30901  
(Commission File Number)

94-3282005  
(I.R.S. Employer

Identification Number)

575 Broadway, Redwood City, CA  
(Address of principal executive offices)

94063  
(Zip Code)

(650) 556-9440

(Registrant's telephone number, including area code)



Item 7. FINANCIAL STATEMENTS AND EXHIBITS.

(c) Exhibits

99.1 Press Release dated July 14, 2003

Item 9. REGULATION FD DISCLOSURE (information provided pursuant to Item 12 - Results of Operations and Financial Condition).

In accordance with SEC Release No. 33-8216, the following information, intended to be furnished under Item 12 Results of Operations and Financial Condition, is instead furnished under Item 9 Regulation FD Disclosure.

On July 14, 2003, SupportSoft, Inc. (the Company ) issued a press release announcing its results for the quarter ended June 30, 2003, and intends to present additional information during a related conference call held on July 14, 2003. The press release and the conference call contain forward-looking statements regarding the Company and include cautionary statements identifying important factors that could cause actual results to differ materially from those anticipated.

The press release issued July 14, 2003 is furnished herewith as Exhibit No. 99.1 to this Report, and shall not be deemed filed for the purposes of Section 18 of the Exchange Act.

SIGNATURE

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.

Dated: July 14, 2003

SUPPORTSOFT, INC.

By:           /s/ BRIAN M. BEATTIE          

Brian M. Beattie

Executive Vice President of Finance  
and

Administration and Chief Financial  
Officer

(Principal Financial Officer and Chief  
Accounting Officer)

EXHIBIT INDEX

Exhibit No.

Description

99.1

Press Release dated July 14, 2003