

CONVERGYS CORP  
Form 8-K  
May 24, 2004

---

**SECURITIES AND EXCHANGE COMMISSION**

Washington, D.C. 20549

---

**FORM 8-K**

---

**CURRENT REPORT**

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

Date of Report: May 20, 2004

---

**CONVERGYS CORPORATION**

(Exact name of registrant as specified in its charter)

---

**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**

---

**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

---

William H. Hawkins II  
General Counsel and Secretary

Date: May 24, 2004