

SITEL

October 4, 2005

VIA UPS OVERNIGHT DELIVERY

RECEIVED

Ms. Deborah Hennessey
Michigan Department of Labor & Economic Growth
Rapid Response Section
201 N. Washington Square, 5th Floor
Lansing, MI 48913

OCT 05 2005

**RAPID RESPONSE
WORKFORCE PROGRAMS**

RE: WARN Act Notice

This letter is to give you notice that SITEL will be permanently terminating its operations and therefore closing its site at the GM facility located at 100 Renaissance Center, Detroit, MI 48265-1000, as of December 31, 2005. To that end, SITEL will be terminating the employment of all current personnel in each of the departments. The "plant closing" will affect all of the SITEL employees working at the GM facility located at 100 Renaissance Center, Detroit, MI 48265-1000, numbering approximately 65 management/administrative staff and 2 Customer Service Professionals. This notice is being provided to you pursuant to the Worker Adjustment and Retraining Notification Act of 1988.

GM has selected a new vendor to perform the services at this facility. The new vendor will take over operations at the GM facility effective January 1, 2006, and may hire former SITEL employees to fulfill their contractual obligations. SITEL will also be in contact with local employment agencies within the community to help employees find other opportunities, in addition to keeping internal postings active for positions at other SITEL locations.

No bumping rights exist. No union represents the employees at the facility.

If you need further information or have any questions, please contact me directly.

Sincerely,



Peg Breen
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