WARN #9534

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People Operations

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NOTICE AS REQUIRED BY THE WORKER ADJUSTMENT & RETRAINING NOTIFICATION (WARN) ACT

June 26, 2026

VIA EMAIL

Michael Welter
Oregon Rapid Response Coordinator
Higher Education Coordinating Commission
Office of Workforce Investments
3225 25th Street SE
Salem, OR 97302

Email: michael.welter@hecc.oregon.gov

Dear Mr. Welter:

The purpose of this letter is to inform you that earlier this month, Conduent was informed of a change in business needs and therefore the customer experience management work currently performed by the group affected by the change in business needs will be ending. This will result in the elimination of positions associated with that work. Services delivered from Pasay City will end on July 31, 2026, followed by services delivered from the United States on August 28, 2026. As a result, Conduent Commercial Solutions, LLC. ("Conduent") will no longer provide the technical and billing contact center LOB services that employees have been supporting from their homes across the United States. Conduent expects to terminate the employment of employees (all of whom work remotely from their homes) supporting that program on August 28, 2026. A summary of these actions is provided below.

All affected employees are being notified of the terminations concurrently. The addresses of the employees' sites that are being affected are their homes as all of the affected employees work remotely from their homes. Please find attached a list of the positions that will be eliminated in your state and the anticipated number of employees in each position.

This Notice is intended to satisfy the requirements of the Worker Adjustment & Retraining Notification (WARN) Act. Questions concerning the foregoing should be sent to me.

Regards,
Sarah Amoriell
Human Resources
315-404-9183

Position Titles	Number Impacted
Customer Experience Associate II	12
Manager, Delivery	1
Quality Assurance Associate III	2
Supervisor, Delivery	2