

Enjoy making a difference
for customers?
So do we.

Companies choose CSC as their business partner because we offer expert business and legal solutions that create a competitive edge, helping them perform at their best. **We are the business behind business®.**

CSC is an industry leader and a trusted partner to many of the world's most successful organizations. Our success is built on trust, tenacity, passion, and a **commitment to customer service**. We work as a team. We always find a way. We are never complacent.

At CSC, relationships come first. Our knowledge of our clients' businesses, our thorough approach, and our undivided attention to our clients' needs are what drive our commitment to their success. We treat each client's business as our own, **taking pride and care in everything we do**—becoming a true extension of their team.

People choose CSC because we are **encouraged and empowered** to take the initiative to solve problems, build relationships, and collaborate with team members to ensure we make a difference for the people we serve.

CORPORATE LEGAL SOLUTIONS

Learn more about the different teams within the **Corporate Legal Solutions** group.

Annual Reports (AR) Team

The AR Team is a large, dynamic team that is spread across multiple offices. This team works with companies of all sizes to keep them in compliance with their annual report filings in the locations where they are registered to do business. The team comprises three smaller teams with different responsibilities—the Customer-Facing Team, the Processing Team, and the Support Team.

The Customer-Facing Team develops relationships with a portfolio of clients, working with them every month to gather the state-specific information required to complete each filing before the required due date. The Processing Team works with that gathered information to complete each filing for the major deadlines that fall on the first, 15th, and last day of each month during the first half of the year. And the Support Team is the glue that holds it all together, focusing on updating our records, assisting with client communications, and handling special projects.

For the Annual Reports Team, success can be found in achieving goals and deadlines. This means delivering exceptional customer service, completing all possible filings before the due date, and invoicing orders on time. People who are successful in this role demonstrate tenacity, flexibility, and strong customer service acumen. Top performers are also detail-oriented, have a strong team spirit, and have a positive attitude.

Find out how to **be better with us.**

 cscglobal.com/careers

 **Top Workplace**
Since 2006

Recognized as a Top Workplace by **The News Journal** and **Energage (formerly Workplace Dynamics)** since 2006.

 **2,500+**
Employees

In business since 1899, we have **more than 2,500** employees in 50-plus offices worldwide and growing!

 **90%**
of the **Fortune 500**

Serves more than **180,000** businesses, including **90%** of the **Fortune 500**.

 **30%**
Internal Moves

We promote internal movement and challenge our employees to own their career path; **30%** of our positions are filled **internally**.



Business License Team

The Business License Team manages business license portfolios for customers ranging in size from small businesses to Fortune 500 clients across more than 100,000 U.S. jurisdictions, keeping them legally compliant. Being part of the Business License Team is exciting because you are empowered to be creative and innovative. This is a fast-growing department within CSC. Many customers have yet to explore this service offering, which means this team will continue to grow for years to come.

This team is successful when the customers are happy, meaning all client licenses are filed accurately and on time, preventing late fees or other penalties. A winning day is one in which all team members leave knowing that tasks associated with filings are progressing as they should, and all customers are informed of the status.

People who are successful on this team want to help solve problems and identify areas for improvement within the department, have experience in sales or relationship management, are strong communicators and collaborators, and are technically savvy, including being well versed in Microsoft® Excel®. Our top performers are those who are able to remain positive and rise to meet any challenge with tenacity and agility.

Compliance Mail Team

The Compliance Team acts as a representative of our registered agent customers and receives and processes mail and email from the state and other government agencies. These could include tax, filing, or annual reports notices. The team sends these notices to the customer service team responsible for that service, or, if the notice does not pertain to one of our services, they are responsible for getting it to our customer, allowing us to keep the customer in compliance with state laws and regulations.

Working on this team is exciting because every day is a little different, and you have freedom to plan aspects of your day to be the most efficient. Team members explore different strengths through a variety of projects that help improve the team's processes. Teamwork and having fun while getting things done are key aspects of this team's success. They know they've had a successful day when they leave feeling accomplished in their individual and team goals.

People who are most successful on the Compliance Mail Team have exceptional attention to detail, are able to adapt to changes quickly, and are skilled at solving problems as a team.

Corporate Filing (CF) Team

The CF Team is unique because it works directly with customer service representatives and vendors across the country, handling several different products within the same team. Is is responsible for ensuring that all corporate documents are filed at the state and county level correctly and on time. Once orders have been filed, the team is responsible for reviewing the documents, sending accurate results to customers in a timely manner, entering the data into our internal systems, uploading documents, and billing the customer.

This is an exciting team to work on because the world's leading companies rely on CSC to support their business-critical transactions—from incorporating or forming a limited liability company to managing formations, amendments, and mergers and acquisitions. A successful day is when all orders have been processed accurately and submitted on time.

People who do well in this role are technically savvy and comfortable working in multiple applications, are strong organizers who can prioritize effectively, and have strong attention to detail while still working quickly to meet metrics. Our top performers are customer-service focused and able to respond to requests in a conscientious, professional, and timely manner.

Customer Acquisitions Team

The Customer Acquisitions Team works with CSC's new clients, our sales teams, and others to ensure a smooth transition for new clients of CSC's Registered Agent and Annual Reports services. There are a variety of positions on this team, including working directly with customers, conducting research, and preparation and filing of documents. This is an exciting team to join because the range of positions allows team members to cross-train and learn new things. Team members enjoy learning about the different areas within the team and becoming subject matter experts.

A successful day means that the team has worked together to meet service level agreements and customer commitments.

People who are successful on this team are familiar with Excel, are strong multitaskers, and are able to reprioritize workload throughout the day. Our top performers are problem solvers and comfortable with ambiguity; they understand that every situation is different and are able to apply their skills and knowledge to situations that may be new or unfamiliar.

Find out how to *be better with us.*

 cscglobal.com/careers

Copyright ©2020 Corporation Service Company. All Rights Reserved.

CSC062020



Customer Service Associate (CSA), Corporate Team

Our CSA Team comprises two smaller teams that work together—our Full-Service and Self-Service Corporate Document Retrieval Teams and our Illinois (IL) Corporate Filing Team.

These teams work together to fulfill both corporate document retrieval requests, as well as IL corporate filings, helping make business possible. This team works closely with our customer service representatives (CSR) across the country to facilitate timely and accurate service to our customers, as well as helping facilitate calls with our CSRs relating to the filing of IL documents when specialized knowledge is necessary.

A CSA works with a variety of state and internal systems, in addition to working with vendors in many states. These team members have a high degree of attention to detail, making sure that each document or filing is what the customer requested, and ensuring it gets to the client in a timely manner. As a CSA, you build a strong knowledge base that provides a solid foundation to work in many other departments at CSC.

A successful day on this team is making sure that CSC is able to deliver the right document in the expected time frame, if not before. The most productive team members are committed to customer service, friendly, and proactive. Top performers are able to pay attention to the details while multitasking to handle internal and external customer requests.

Customer Service Representative (CSR) Team

Our CSR Team comprises two smaller teams that work together. Our incorporate.com Customer Service Team supports our small business customers, and our Corporate Customer Service Team supports our larger customers. These teams partner directly with our clients over the phone to answer questions and address concerns. The CSR team also works closely with our Sales and Account Management Teams.

A customer service representative role is fast-paced and exciting because they work directly with customers to help them build their dream of owning a business. CSC operates at a high level of service—known as our service standard—and offers clients a variety of products and services to best meet their incorporation needs. As a customer service representative, you build a strong knowledge base that provides a solid foundation to work in many other departments at CSC.

A successful day on this team is answering every call and providing accurate information with superior five-star customer service. The most productive team members are committed to customer service, friendly, and proactive. Top performers are able to pay attention to the details while multitasking to handle internal and external customer requests.

Document Recording Services (DRS) Team

The DRS Team assists clients with recording their real estate-related documents. We audit documents to ensure they comply with jurisdiction requirements for more than 3,600 jurisdictions across the United States. That's a lot of information to keep up with! The goal of the DRS Team is to help clients get their documents recorded accurately and on time. Through our processes, we work with the client to report and cure deficiencies, get documents shipped or electronically submitted, and report recording information or rejection reasons. The team also assists clients by providing data entry assistance with their document preparation projects.

The DRS Team is a diverse group of open and friendly team members who work together to accomplish daily and annual goals. We are a relatively new department to CSC, and because of that, there are many opportunities to identify process improvements and participate in change management. This provides an opportunity for professional and personal growth for our team members. We know we've had a successful day on the DRS Team when all of our work is efficiently processed, and we've met our service level agreements without errors.

To be successful on this team, you must be a team player, but also able to work independently. Strong attention to detail is key, as well as being adaptable, open-minded, and tenacious. Our top performers are self-motivated and have a positive attitude.

Find out how to *be better with us.*

 cscglobal.com/careers



Global Subsidiary Management (GSM) Team

Our GSM Team is responsible for a subscription-based service we offer customers to keep their business in good standing, in countries around the world. Each country requires different documentation to keep a business in good standing, varying from filing annual reports to filing meeting minutes, and everything in between.

This team is responsible for working directly with our customers, executing orders internally, and working with global vendors that support our services. The GSM Team gives you the opportunity to learn how business is done all over the world. Success on this team is a daily list with every task checked off at the end of the day, and knowing that you've gone above and beyond to make the customer happy.

People who are successful on this team are flexible, patient, and innovative. They help us figure out ways to get the job done more efficiently and effectively instead of just following a script. We encourage people to speak up when they think there's a better way to get something done. Top performers remain calm when the work pace picks up and are able to communicate well and reprioritize as needed.

Litigation Management Services (LMS) Team

Our LMS Team supports our fast and reliable Registered Agent service, and team members use critical thinking and focus to analyze and extract pertinent information from legal documents (anywhere between one and 5,000 pages) to generate information for our clients quickly and accurately. Also known as Service of Process, we receive both physical and digital forms of these legal documents, and have to work quickly to ensure our clients are notified in a timely manner.

This team is a great fit if you like collaborative problem-solving. Success on this team is about quality, because even a small error could result in a possible default with our client's litigation. A successful day in LMS is when you can look back and know you've been thorough in accomplishing any particular task for your clients, that you've put all the pieces of a puzzle together and know that they fit seamlessly. There are many moving parts in LMS and success happens when all parts work together to accomplish a goal accurately and on time.

People who are successful on this team are able to think critically, pay attention to detail, and remain focused. Teamwork is key, but the most successful team members are comfortable working both independently and as part of a team.

Motor Vehicle (MV) Team

Our MV Team is a trusted partner for large corporate, law firm, and financial institution customers. This team provides comprehensive motor vehicle title management services for vehicle fleets. It also performs record searches (title searches and vehicle ownership history searches), supplies requirements information, prepares applications, and reviews them for accuracy prior to submitting any requests for titling or registration to the jurisdiction. On this team, you take and fulfill orders related to motor vehicle transactions, research and analyze motor vehicle documents, and provide training to our customers on these solutions.

The MV Team makes a big difference for our customers, and celebrates wins for delivering the necessary paperwork for a client to get their fleet of vehicles on the road legally. The team is successful when all liens are recorded, and license plates and registrations are received in a timely manner. Customers appreciate our timely advisement of jurisdiction requirements and order status.

People who are successful on this team are problem-solvers with great time management skills who also possess the ability to work independently, or function as part of a collaborative team. The ability to multitask without losing focus on the details is also key to being successful on this team.

Find out how to *be better with us.*

 cscglobal.com/careers



Records Team

The Records Team is responsible for maintaining the accuracy of CSC's customer records within our internal databases. The team works in a fast-paced environment and handles a high volume of requests, so it's always challenging and exciting. No two days are ever the same. Because this team maintains records for our customers across a variety of our service offerings, team members have the opportunity to interact directly with clients of all sizes and types. You'll work with large, Fortune 500 corporations and small businesses, as well as attorneys and paralegals. They also communicate frequently and directly with other teams within CSC.

Success means meeting daily goals for service level agreement standards that CSC has set for turnaround time and productivity. Successful team members are strong communicators and detail-oriented. Top performers are self-starters who are motivated by achieving goals both individually and as a team.

Uniform Commercial Code (UCC) Team

CSC is the leading provider of UCC searches, filings, and online UCC portfolio management services for commercial banks of all sizes, as well as other organizations. The UCC Team is responsible for analyzing UCC search results and reconciling copies from in-house researchers and vendors across all 50 states, covering more than 4,000 counties.

This team prepares the final report that goes to the client, delivered via the client's specified manner, and ultimately invoices the order. Problem resolution with the CSR Team, vendors, and in-house personnel is also a big part of the job to ensure issues are dealt with in a timely manner.

Joining this team is an opportunity for success by taking pride of ownership for your work queue. Because this team works closely with other customer service teams, UCC Team members are able to build solid relationships across the company and with our vendors. A successful day on the UCC Team means that everyone's work queue is cleaned out, emails are answered, and customers are satisfied.

People who are successful on this team are organized and able to reprioritize throughout the day. People who are efficient, tenacious problem solvers also excel on this team.

DIGITAL BRAND SERVICES

Learn more about the different teams within the Digital Brand Services group that deliver excellence every day to our customers.

Client Service Partner (CSP) Team

The CSP Team is a global team of representatives who accept calls from our customers, handling daily requests, and liaising with additional CSC teams to escalate and solve issues where necessary. The team updates client records, places domain orders, and helps with account and invoice setup, as well as billing concerns. The CSPs handle domain name system records, mail records, and secure sockets layer certificate setup. This team is also responsible for troubleshooting to get client websites back up and running as quickly as possible in the event a website goes black.

CSP Team members are in CSC offices across the globe so our clients can work with a local representative to complete their requests. The goal is to provide a consistent experience no matter where the client is calling from or which team the client contacts. The CSP Team, and all customer-facing teams, are part of CSC's customer service commitment.

CSPs are often one of the first groups to know if a company is launching a new brand or product, as they help to figure out where to register the domain name, and develop a strategy to protect the trademarks involved. Each day is a little different, but success depends on complete client satisfaction.

People who are successful on this team are technically savvy, including being well-versed in Microsoft Excel (V-look ups and pivot table experience), have good communications skills (both verbally and in writing), including knowing how to work with our clients' IT professionals. A candidate for the CSP team should want to help solve problems, be able to work in a fast-paced, multitasking environment while maintaining composure, and have some creative thinking skills.

Find out how to *be better with us.*

 cscglobal.com/careers



Fulfillment Team

The Fulfillment Team is the engine that drives results for our digital brand customers. This team manages online portfolios for more than 50% of the Global 2000® brands.

This is an exciting team to work with because of the global nature of their projects. As a member of this team, you get to influence business around the world. When our clients decide to launch a new brand, it requires this team's attention to build or update their online portfolio. When this happens, the Fulfillment Team springs to action, coordinating with our Projects Team, to reprioritize the new and existing work to make sure all jobs get completed on time. Success is measured on this team by completing their queue of projects successfully and through teamwork.

People who are successful on this team have strong organizational skills and are able to reprioritize throughout the day, are technically savvy, including being well-versed in Microsoft Excel (V-look up and pivot table experience), and are able to successfully collaborate across multiple teams in various locations.

Projects Team

The Projects Team is critical to not only our company's success but to our customers' success. Managing the digital assets of the Global 2000 brands is complex. The Projects Team seamlessly and effectively manages these projects, streamlining all tasks for our customers. The Projects Team onboards new customers, and partners with them to set up each facet of their account with us, as well as help them launch new brands. The Projects Team has the unique opportunity to see brands and products go from concept to marketplace.

This global team works collectively to exceed our customers' expectations. Team members know they are successful when their projects are well organized and complete on or ahead of schedule.

People who are successful on this team have strong organizational and multitasking skills. They have the ability to simultaneously manage 30 to 50 projects at a time, are technically savvy, including being well-versed in Microsoft Excel (V-look up and pivot table experience), have experience in sales or relationship management, and are strong communicators and collaborators.

Renewals Team

The Renewals Team is responsible for managing our assets. They effectively ensure the security of more than 2.5 million domains under management. Every Monday, this fast-paced, goal-oriented team works through a queue of orders prioritizing work based upon the expiration of the domain name. This team ensures all of our customers' names are securely renewed and properly managed. As a member of this team, you'll know you've had a successful week when the work prioritized on Monday is 100% complete by the end of the week.

This is an exciting team to work on because they register domain names around the world for different companies and governments—giving you a front-row seat to what's happening across the globe.

People who are successful in this role have a particularly strong attention to detail, are technically savvy, including being well-versed in Microsoft Excel (V-look up and pivot table experience), are comfortable working in portals that may be in a different language, and are able to work at a fast pace for long stretches of time.

Find out how to *be better with us.*

 cscglobal.com/careers