

## TRADEMARK ASSIGNMENT COVER SHEET

Electronic Version v1.1  
Stylesheet Version v1.2

ETAS ID: TM543531

<b>SUBMISSION TYPE:</b>	NEW ASSIGNMENT		
<b>NATURE OF CONVEYANCE:</b>	RELEASE OF SECURITY INTEREST		
<b>CONVEYING PARTY DATA</b>			
<b>Name</b>	<b>Formerly</b>	<b>Execution Date</b>	<b>Entity Type</b>
PACIFIC WESTERN BANK (SUCCESSOR BY MERGER TO SQUARE 1 BANK)		10/01/2019	STATE CHARTERED BANK: CALIFORNIA
<b>RECEIVING PARTY DATA</b>			
<b>Name:</b>	INTRADIEM, INC.		
<b>Street Address:</b>	3650 MANSELL ROAD		
<b>Internal Address:</b>	Suite 500		
<b>City:</b>	ALPHARETTA		
<b>State/Country:</b>	GEORGIA		
<b>Postal Code:</b>	30022		
<b>Entity Type:</b>	Corporation: DELAWARE		
<b>PROPERTY NUMBERS Total: 4</b>			
<b>Property Type</b>	<b>Number</b>	<b>Word Mark</b>	
<b>Registration Number:</b>	2600316	KNOWLAGENT	
<b>Registration Number:</b>	2611564	KNOWLAGENT	
<b>Serial Number:</b>	85828833	INTRADIEM	
<b>Serial Number:</b>	85859397	BUSINESS REFLEXES	
<b>CORRESPONDENCE DATA</b>			
<b>Fax Number:</b>	9192823941		
<i>Correspondence will be sent to the e-mail address first; if that is unsuccessful, it will be sent using a fax number, if provided; if that is unsuccessful, it will be sent via US Mail.</i>			
<b>Phone:</b>	919-314-3086		
<b>Email:</b>	diligencereview@square1bank.com		
<b>Correspondent Name:</b>	PACIFIC WESTERN BANK		
<b>Address Line 1:</b>	406 BLACKWELL STREET		
<b>Address Line 2:</b>	SUITE 240		
<b>Address Line 4:</b>	DURHAM, NORTH CAROLINA 27701		
<b>NAME OF SUBMITTER:</b>	Nicholas Nance		
<b>SIGNATURE:</b>	/NicholasNance- TKF/		
<b>DATE SIGNED:</b>	10/02/2019		

CH \$115.00 2600316

**Total Attachments: 3**

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## RELEASE OF SECURITY INTEREST

This Release of Security Interest is made as of October 1, 2019, by **PACIFIC WESTERN BANK** (as successor in interest by merger to Square 1 Bank) ("Lender") in favor of **INTRADIEM, INC.**, a Delaware corporation ("Company") with its principal place of business located at 3650 Mansell Road, Suite 500, Alpharetta, GA 30022.

### Recitals

WHEREAS Company granted to Lender a security interest in its copyrights, patents and trademarks, including without limitation its patents and trademarks described on Exhibits A and B attached hereto, respectively, (collectively, the "Intellectual Property") under an Intellectual Property Security Agreement dated as of June 6, 2013 (the "Security Agreement"), and recorded with the US Patent and Trademark Office as set forth on Exhibits A and B.

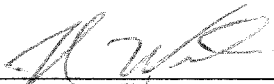
WHEREAS Company has no outstanding obligations to Lender under the terms of the Security Agreement, Lender agrees to release its security interest in the Intellectual Property.

### Agreement

Now therefore, Lender agrees that it terminates and releases its security interest in the Intellectual Property and reassigns to Company, without warranty or recourse, all interest of Lender in the Intellectual Property.

**LENDER:**

**PACIFIC WESTERN BANK**

  
Name: John Weston  
Title: SVP

406 Blackwell Street  
Suite 240  
Durham, NC 27701

## EXHIBIT A

### Patents

Lender's security interest in the following patents was recorded at the US Patent and Trademark Office on **July 1, 2013** at Reel and Frame Number **030744/0830**:

<u>Description</u>	<u>Patent Application No./Issued Patent No.</u>	<u>Application / Issue Date</u>
System and method for increasing completion of training	7174010	2-6-2007
Method and system for selecting a preferred contact center agent based on agent proficiency and performance and contact center state	7158628	1-2-2007
Versatile resource computer-based training system	7043193	5-9-2006
Method and system for delivery of individualized training to call center agents	6775377	8-10-2004
Method and system for scheduled delivery of training to call center agents	6628777	9-20-2003
Method and system for delivery of individualized training to call center agents	6459787	10-1-2002
Method and system for delivery of individualized training to call center agents	6324282	11-27-2001
Recurrent training system	6301573	10-9-2001

**EXHIBIT B**

**Trademarks**

Lender's security interest in the following trademarks was recorded at the US Patent and Trademark Office on **July 1, 2013** at Reel and Frame Number **5061/0565**:

<u>Description</u>	Registration / Serial Number	Registration/ Application Date
Intradiem	85828833	1-22-2013
Business Reflexes	85859397	2-25-2013
Knowlagent	2600316	7-30-2002
Knowlagent	2611564	8-27-2002