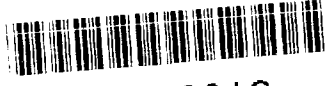


08-07-2003

FORM PTO-1594  
(Rev. 03/01)  
OMB No. 0651-0027 (exp. 05/31/2002)

U.S. DEPARTMENT OF COMMERCE  
Patent and Trademark Office



102518016

F.S.03

To the Honorable Commission... and Trademarks: Please record the attached original documents or copy thereof.

1. Name of conveying party(ies):  
**SERVICE INTELLIGENCE INC**  
 Individual(s)                       Association  
 General Partnership               Limited Partnership  
 Corporation-State-Georgia  
 Other  
Additional name(s) of conveying party(ies) attached?  Yes  No

2. Name and address of receiving party(ies):  
Name: **Silicon Valley Bank**  
Internal Address: HA155  
Street Address: 3003 Tasman Drive  
City: Santa Clara                      State: CA                      ZIP: 95054

3. Nature of conveyance:  
 Assignment                       Merger  
 Security Agreement               Change of Name  
 Other \_\_\_\_\_  
Execution Date: 07/14/03

Individual(s) citizenship  
 Association  
 General Partnership  
 Limited Partnership  
 Corporation-State-Delaware  
 Other  
If assignee is not domiciled in the United States, a domestic representative designation is attached:  Yes  No  
Additional name(s) & address(es) attached?  Yes  No

4. Application number(s) or registration number(s):  
A. Trademark Application No.(s)  
B. Trademark No.(s)  
**2,301,959**

Additional numbers attached?  Yes  No

5. Name and address of party to whom correspondence concerning document should be mailed:  
Name: **Silicon Valley Bank**  
Internal Address: Loan Documentation HA155  
Street Address: 3003 Tasman Dr.  
City: Santa Clara                      State: Ca                      ZIP: 95054

6. Total number of applications and registrations involved: 1  
7. Total fee (37 CFR 3.41): \$40.00  
 Enclosed  
 Authorized to be charged to deposit account  
8. Deposit account number:  
(Attach duplicate copy of this page if paying by deposit account)

DO NOT USE THIS SPACE

08/06/2003 DBYRNE 00000056 2301959  
01 FC:8521 40.00 DP

2003 AUG -5 AM 11:37  
OPR/FINANCE

9. Statement and signature.  
To the best of my knowledge and belief, the foregoing information is true and correct and any attached copy is a true copy of the original document.

**Maibel Arteaga**  
Name of Person Signing

*Maibel Arteaga*  
Signature

7/26/2003  
Date

Total number of pages including cover sheet, attachments, and document: 1

Mail documents to be recorded with required cover sheet information to:  
Commissioner of Patent & Trademarks, Box Assignments  
Washington, D.C. 20231

**TRADEMARK**  
**REEL: 002795 FRAME: 0911**

**ADDENDUM TO INTELLECTUAL PROPERTY SECURITY AGREEMENT**

This Addendum to Intellectual Property Security Agreement is executed pursuant to, and is an addendum to, an Intellectual Property Security Agreement, dated January 4, 2002. This Addendum to Intellectual Property Security Agreement is presented for recordation as constructive notice that SERVICE INTELLIGENCE, INC. ("Assignor"), with its principal office at 6940 Fisher Road, Suite 125, Calgary AB T2H0W3 Canada, the owner of the intellectual property identified in the exhibits attached hereto, has granted to SILICON VALLEY BANK ("Assignee"), with its principal office at 3003 Tasman Drive, Santa Clara, CA 95064, a security interest in the intellectual property, and the exclusive rights comprised in the intellectual property, to secure payment of a debt.

IN WITNESS WHEREOF, Assignor has executed this Addendum to Intellectual Property Security Agreement as of July 14, 2003.

SERVICE INTELLIGENCE, INC.

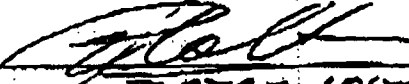
By:   
Name: ROBERT HOLTACKER  
Title: VICE PRESIDENT

Exhibit "A" attached to that certain Addendum to Intellectual Property Security Agreement dated July 16, 2003.

**EXHIBIT "A"  
COPYRIGHTS**

**SCHEDULE A - ISSUED COPYRIGHTS**

<b><u>COPYRIGHT DESCRIPTION</u></b>	<b><u>REGISTRATION NUMBER</u></b>	<b><u>DATE OF ISSUANCE</u></b>
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**SCHEDULE B - PENDING COPYRIGHT APPLICATIONS**

<b><u>COPYRIGHT DESCRIPTION</u></b>	<b><u>APPLICATION NUMBER</u></b>	<b><u>DATE OF FILING</u></b>	<b><u>DATE OF CREATION</u></b>	<b><u>FIRST DATE OF PUBLIC DISTRIBUTION</u></b>
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**SCHEDULE C - UNREGISTERED COPYRIGHTS (Where No Copyright Application is Pending)**

<b><u>DESCRIPTION</u></b>	<b><u>CREATION</u></b>	<b><u>DISTRIBUTION FROM ASSIGNOR</u></b>	<b><u>ASSIGNOR</u></b>
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Exhibit "B" attached to that certain Addendum to Intellectual Property Security Agreement dated July 16, 2003.

EXHIBIT "B"  
PATENTS

<u>PATENT DESCRIPTION</u>	<u>DOCKET NO.</u>	<u>COUNTRY</u>	<u>SERIAL NO.</u>	<u>FILING DATE</u>	<u>STATUS</u>
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Jul 16 03 03:31p Service Intelligence Inc. 6785134868

Exhibit "D" attached to that certain Addendum to Intellectual Property Security Agreement dated July 16, 2003.

EXHIBIT "D"  
SERVICE MARKS

<u>SERVICE MARK</u>	<u>DESCRIPTION</u>	<u>COUNTRY</u>	<u>SERIAL NO.</u>	<u>REG. NO.</u>	<u>STATUS</u>
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