

## TRADEMARK ASSIGNMENT COVER SHEET

Electronic Version v1.1  
Stylesheet Version v1.2

ETAS ID: TM389730

<b>SUBMISSION TYPE:</b>	CORRECTIVE ASSIGNMENT		
<b>NATURE OF CONVEYANCE:</b>	Corrective Assignment to correct the typographical error in the Assignor's name previously recorded on Reel 005813 Frame 0875. Assignor(s) hereby confirms the Change of Name.		
<b>CONVEYING PARTY DATA</b>			
<b>Name</b>	<b>Formerly</b>	<b>Execution Date</b>	<b>Entity Type</b>
Sagan Systems, Inc.		01/27/2016	Corporation: DELAWARE
<b>RECEIVING PARTY DATA</b>			
<b>Name:</b>	Gladly Software, Inc.		
<b>Street Address:</b>	611 Mission Street, 5th Floor		
<b>City:</b>	San Francisco		
<b>State/Country:</b>	CALIFORNIA		
<b>Postal Code:</b>	94105		
<b>Entity Type:</b>	Corporation: DELAWARE		
<b>PROPERTY NUMBERS Total: 1</b>			
<b>Property Type</b>	<b>Number</b>	<b>Word Mark</b>	
<b>Serial Number:</b>	86874764	GLADLY	
<b>CORRESPONDENCE DATA</b>			
<b>Fax Number:</b>	2134306407		
<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>	213-430-7734		
<b>Email:</b>	jraphael@omm.com		
<b>Correspondent Name:</b>	Jordan Raphael, Esq.		
<b>Address Line 1:</b>	O'Melveny & Myers LLP		
<b>Address Line 2:</b>	400 South Hope Street, 18th Floor		
<b>Address Line 4:</b>	Los Angeles, CALIFORNIA 90071		
<b>ATTORNEY DOCKET NUMBER:</b>	0743733-00004		
<b>NAME OF SUBMITTER:</b>	Alexandra C. Echery		
<b>SIGNATURE:</b>	/ace/		
<b>DATE SIGNED:</b>	06/29/2016		
<b>Total Attachments: 3</b>			
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source=DE - Sagan Systems to Gladly Software - Name Change#page2.tif			

CH \$40.00 86874764



## TRADEMARK ASSIGNMENT COVER SHEET

Electronic Version v1.1  
Stylesheet Version v1.2

ETAS ID: TM387835

<b>SUBMISSION TYPE:</b>	NEW ASSIGNMENT		
<b>NATURE OF CONVEYANCE:</b>	CHANGE OF NAME		
<b>CONVEYING PARTY DATA</b>			
<b>Name</b>	<b>Formerly</b>	<b>Execution Date</b>	<b>Entity Type</b>
Sagan System, Inc.		01/27/2016	Corporation: DELAWARE
<b>RECEIVING PARTY DATA</b>			
<b>Name:</b>	Gladly Software, Inc.		
<b>Street Address:</b>	611 Mission Street, 5th Floor		
<b>City:</b>	San Francisco		
<b>State/Country:</b>	CALIFORNIA		
<b>Postal Code:</b>	94105		
<b>Entity Type:</b>	Corporation: DELAWARE		
<b>PROPERTY NUMBERS Total: 1</b>			
<b>Property Type</b>	<b>Number</b>	<b>Word Mark</b>	
<b>Serial Number:</b>	86874764	GLADLY	
<b>CORRESPONDENCE DATA</b>			
<b>Fax Number:</b>	2134306407		
<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>	213-430-7734		
<b>Email:</b>	jraphael@omm.com		
<b>Correspondent Name:</b>	Jordan Raphael, Esq.		
<b>Address Line 1:</b>	O'Melveny & Myers LLP		
<b>Address Line 2:</b>	400 South Hope Street, 18th Floor		
<b>Address Line 4:</b>	Los Angeles, CALIFORNIA 90071		
<b>NAME OF SUBMITTER:</b>	Alexandra C. Echery		
<b>SIGNATURE:</b>	/Alexandra C. Echery/		
<b>DATE SIGNED:</b>	06/14/2016		
<b>Total Attachments: 2</b>			
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# Delaware

The First State

Page 1

I, JEFFREY W. BULLOCK, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY THE ATTACHED IS A TRUE AND CORRECT COPY OF THE CERTIFICATE OF AMENDMENT OF "SAGAN SYSTEMS, INC.", CHANGING ITS NAME FROM "SAGAN SYSTEMS, INC." TO "GLADLY SOFTWARE, INC.", FILED IN THIS OFFICE ON THE TWENTY-EIGHTH DAY OF JANUARY, A.D. 2016, AT 7:02 O`CLOCK P.M.

A FILED COPY OF THIS CERTIFICATE HAS BEEN FORWARDED TO THE NEW CASTLE COUNTY RECORDER OF DEEDS.



  
Jeffrey W. Bullock, Secretary of State

5602988 8100  
SR# 20160465766

You may verify this certificate online at [corp.delaware.gov/authver.shtml](http://corp.delaware.gov/authver.shtml)

Authentication: 201750244  
Date: 01-29-16

**TRADEMARK**  
**REEL: 005824 FRAME: 0435**

**CERTIFICATE OF AMENDMENT  
TO THE  
AMENDED AND RESTATED CERTIFICATE OF INCORPORATION  
OF  
SAGAN SYSTEMS, INC.**

Sagan Systems, Inc., a corporation organized and existing under the General Corporation Law of the State of Delaware (the "Corporation"), DOES HEREBY CERTIFY:

FIRST: The Certificate of Incorporation of the Corporation was originally filed with the Secretary of State of the State of Delaware on September 24, 2014 under the name Sagan Systems, Inc. An Amended and Restated Certificate of Incorporation of the Corporation was filed with the Secretary of State of the State of Delaware on January 9, 2015 (the "*Restated Certificate*").

SECOND: The amendment to the Restated Certificate set forth below has been duly adopted in accordance with the provisions of Sections 141(f), 228 and 242 of the General Corporation Law of the State of Delaware by the directors and stockholders of the Corporation.

THIRD: The Restated Certificate is hereby amended by deleting the text of Article I thereof in its entirety and substituting the following therefor:

"The name of the corporation (hereinafter called the "*Corporation*") is Gladly Software, Inc."

IN WITNESS WHEREOF, Sagan Systems, Inc. has caused this Certificate of Amendment to the Amended and Restated Certificate of Incorporation of the Corporation to be signed by its Chief Product Officer on this 27th day of January, 2016.

By /s/ Michael Wolfe  
Chief Product Officer

OMM\_US:74792123.1

State of Delaware  
Secretary of State  
Division of Corporations  
Delivered 07:02 PM 01/28/2016  
FILED 07:02 PM 01/28/2016

SP 01/01/2016 File Number 5602988

**TRADEMARK**

RECORDED: 06/29/2016

REEL: 005824 FRAME: 0436