

TTEC Holdings, Inc.  
Form 8-K/A  
March 13, 2018

**UNITED STATES**  
**SECURITIES AND EXCHANGE COMMISSION**

Washington, D.C. 20549

**FORM 8-K/A**

(Amendment #1)

**CURRENT REPORT**

**PURSUANT TO SECTION 13 OR 15(d) OF**  
**THE SECURITIES EXCHANGE ACT OF 1934**

Date of Report (Date of earliest event reported) **March 12, 2018**

**TTEC Holdings, Inc.**

(Exact name of registrant as specified in its charter)

**Delaware**  
(State or other jurisdiction of  
incorporation or organization)

**001-11919**  
(Commission File Number)

**84-1291044**  
(I.R.S. Employer  
Identification Number)

**9197 S. Peoria Street, Englewood, CO**  
(Address of principal executive offices)

**80112-5833**  
(Zip Code)

Registrant's telephone number, including area code: **303-397-8100**

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**Not Applicable**

(Former name or former address, if changed since last report.)

Check the appropriate box below if the Form 8-K filing is intended to simultaneously satisfy the filing obligation of the registrant under any of the following provisions (see General Instruction A.2. below):

- o Written Communications pursuant to Rule 425 under the Securities Act (17 CFR 230.425)
- o Soliciting material pursuant to Rule 14a-12 under the Exchange Act (17 CFR 240.14a-12)
- o Pre-commencement communications pursuant to Rule 14d-2(b) under the Exchange Act (17 CFR 240.14d-2(b))
- o Pre-commencement communications pursuant to Rule 13e-4(c) under the Exchange Act (17 CFR 240.13e-4(c))

Indicate by check mark whether the registrant is an emerging growth company as defined in Rule 405 of the Securities Act of 1933 (17 CFR §230.405) or Rule 12b-2 of the Securities Exchange Act of 1934 (17 CFR §240.12b-2).

Emerging growth company

If an emerging growth company, indicate by check mark if the registrant has elected not to use the extended transition period for complying with any new or revised financial accounting standards provided pursuant to Section 13(a) of the Exchange Act.

**Item 2.02. Results of Operations and Financial Condition.**

On March 12, 2018, TTEC Holdings, Inc. (the Company ) issued a press release announcing its financial results for the quarter and full year ended December 31, 2017 (the Press Release ). While all GAAP disclosures and all disclosures regarding results of operations for 2017 were accurate, the Company inadvertently disclosed an incorrect number representing its non-GAAP income from operations as a percentage of its non-GAAP adjusted revenue for prior full year 2016.

The correct disclosure for non-GAAP income from operations as a percentage of non-GAAP adjusted revenue for prior full year 2016 should have been 7.6 percent instead of 8.6 percent. The correct disclosure in its entirety should read as follows:

***Income from Operations***

- *Full year 2017 GAAP income from operations was \$100.5 million or 6.8 percent of revenue compared to \$52.8 million or 4.1 percent of revenue in 2016.*
- *2017 income from operations on a non-GAAP AHFS/WD basis, excluding \$20.0 million in restructuring and integration charges, and asset impairments, was \$122.5 million, representing 8.4 percent of adjusted revenue versus 7.6 percent the prior year.*

In accordance with General Instruction B.2 of Form 8-K, the information contained in this Item 2.02 and attached Exhibit 99.1 shall not be deemed to be filed for purposes of Section 18 of the Securities Exchange Act of 1934, or otherwise subject to the liability of that section, nor shall it be deemed incorporated by reference in any filing under the Securities Act of 1933 or the Securities Exchange Act of 1934, except as expressly set forth by specific reference in such a filing.

**Item 9.01. Financial Statements and Exhibits.**

(d) Exhibits.

99.1 Revised press release dated March 12, 2018

**SIGNATURE**

Pursuant to the requirements of the Securities and Exchange Act of 1934, the Registrant has duly caused this report to be signed on its behalf by the undersigned, thereunto duly authorized.

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TTEC Holdings, Inc.  
(Registrant)

Date: March 12, 2018

By: /s/ Regina M. Paolillo  
Regina M. Paolillo,  
Chief Financial Officer