

SUPPORTSOFT INC  
Form 8-K  
January 20, 2004

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# **SECURITIES AND EXCHANGE COMMISSION**

Washington, D.C. 20549

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## **FORM 8-K**

### **CURRENT REPORT**

Pursuant to Section 13 or 15(d) of the  
Securities Exchange Act of 1934

Date of Report: January 20, 2004

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## **SUPPORTSOFT, INC.**

(Exact name of registrant as specified in its charter)

Delaware  
(State or Other

Jurisdiction of Incorporation)

000-30901  
(Commission File Number)

94-3282005  
(I.R.S. Employer

Identification Number)

575 Broadway, Redwood City, CA  
(Address of principal executive offices)

94063  
(Zip Code)

(650) 556-9440

(Registrant's telephone number, including area code)



**Item 12. Results of Operations and Financial Condition.**

On January 20, 2004, SupportSoft, Inc. (the Company ) issued a press release announcing its results for the quarter ended December 31, 2003, and intends to present additional information during a related conference call held on January 20, 2004. The press release and the conference call contain forward-looking statements regarding the Company and include cautionary statements identifying important factors that could cause actual results to differ materially from those anticipated.

The press release issued January 20, 2004 is furnished herewith as Exhibit 99.1 to this Report, and shall not be deemed filed for the purposes of Section 18 of the Securities Exchange Act of 1934 (the Exchange Act ). The information in this Report shall not be incorporated by reference in any filing under the Securities Act of 1933 or the Exchange Act, except as shall be expressly set forth by specific reference in such a filing.

**Exhibits**

Exhibit 99.1 Press Release dated January 20, 2004.

SIGNATURE

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

Dated: January 20, 2004

SUPPORTSOFT, INC.

By: /s/ Brian M. Beattie

Brian M. Beattie  
Executive Vice President of Finance  
and

Administration and Chief Financial  
Officer

(Principal Financial Officer and Chief

Accounting Officer)

EXHIBIT INDEX

<u>Exhibit No.</u>	<u>Description</u>
99.1	Press Release dated January 20, 2004