

SUPPORTSOFT INC  
Form 8-K  
October 16, 2003

---

# SECURITIES AND EXCHANGE COMMISSION

Washington, D.C. 20549

## FORM 8-K

### CURRENT REPORT

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

Date of Report: October 16, 2003

(Date of earliest event reported)

## 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 7. Financial Statements and Exhibits.**

(c) Exhibits.

99.1 Press Release dated October 16, 2003

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

On October 16, 2003, SupportSoft, Inc. (the Company ) issued a press release announcing its results for the quarter ended September 30, 2003, and intends to present additional information during a related conference call held on October 16, 2003. 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 October 16, 2003 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.



EXHIBIT INDEX

<u>Exhibit No.</u>	<u>Description</u>
99.1	Press Release dated October 16, 2003