

APAC CUSTOMER SERVICE INC  
 Form 4  
 November 07, 2002

**FORM 4**

UNITED STATES SECURITIES AND EXCHANGE  
 COMMISSION  
 Washington, D.C. 20549

OMB APPROVAL

Check this box if no longer subject to Section 16. Form 4 or Form 5 obligations may continue. See Instruction 1(b).

**STATEMENT OF CHANGES IN BENEFICIAL OWNERSHIP**

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Filed pursuant to Section 16(a) of the Securities Exchange Act of 1934, Section 17(a) of the Public Utility Holding Company Act of 1935 or Section 30(h) of the Investment Company Act of 1940

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 www.section16.net

| 1. Name and Address of Reporting Person*<br><b>Frederick, Richard L.</b><br>(Last) (First) (Middle) |                                      |  | 2. Issuer Name and Ticker or Trading Symbol<br><b>APAC Customer Services, Inc. (APAC)</b> |   |   |            | 6. Relationship of Reporting Person(s) to Issuer (Check all applicable)<br><input type="checkbox"/> Director<br><input type="checkbox"/> 10% Owner<br><input checked="" type="checkbox"/> Officer (give title below)<br><input type="checkbox"/> Other (specify below)<br><b>Sr. V.P., Human Resources</b> |   |  |   |
|---|--------------------------------------|--|---|---|---|------------|--|---|--|---|
| Six Parkway North<br><br>(Street)   |                                      |  | 3. I.R.S. Identification Number of Reporting Person, if an entity (voluntary)             |   | 4. Statement for Month/Day/Year<br><b>11/05/02</b>              |            | 7. Individual or Joint/Group Filing (Check Applicable Line)<br><input checked="" type="checkbox"/> Form filed by One Reporting Person<br><input type="checkbox"/> Form filed by More than One Reporting Person   |   |  |   |
| Deerfield, IL 60015<br><br>(City) (State) (Zip)   |                                      |  | 5. If Amendment, Date of Original (Month/Day/Year)  |   |   |            |  |   |  |   |
| <b>Table I Non-Derivative Securities Acquired, Disposed of, or Beneficially Owned</b>               |                                      |  |   |   |   |            |  |   |  |   |
| 1. Title of Security (Instr. 3)   | 2. Transaction Date (Month/Day/Year) | 2A. Deemed Execution Date, if any (Month/Day/Year) | 3. Transaction Code (Instr. 8)  |   | 4. Securities Acquired (A) or Disposed of (D) (Instr. 3, 4 & 5) |            |  | 5. Amount of Securities Beneficially Owned Following Reported Transaction(s) (Instr. 3 & 4) | 6. Ownership Form: Direct (D) or Indirect (I) (Instr. 4) | 7. Nature of Indirect Beneficial Ownership (Instr. 4) |
|   |                                      |  | Code  | V | Amount  | (A) or (D) | Price  |   |  |   |

Reminder: Report on a separate line for each class of securities beneficially owned directly or indirectly.  
 \* If the form is filed by more than one reporting person, see Instruction 4(b)(v).

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**FORM 4 (continued) Table II - Derivative Securities Acquired, Disposed of, or Beneficially Owned (e.g., puts, calls, warrants, options, convertible securities)**

| 1. Title of Derivative Security (Instr. 3) | 2. Conversion or Exercise Price of Derivative Security | 3. Transaction Date (Month/Day/Year) | 3A. Deemed Execution Date, if any (Month/Day/Year) | 4. Transaction Code (Instr. 8) | 5. Number of Derivative Securities Acquired (A) or Disposed of (D) | 6. Date Exercisable and Expiration Date (Month/Day/Year) | 7. Title and Amount of Underlying Securities (Instr. 3 & 4) | 8. Price of Derivative Security (Instr. 5) | 9. Number of Derivative Securities Beneficially Owned Following Reported Transaction(s) (Instr. 4) | 10. Ownership Form of Derivative Security: Direct (D) | 11. Nature of Indirect Beneficial Ownership (Instr. 4) |
|--|--|--------------------------------------|--|--------------------------------|--|--|---|--|--|---|--|
|  |  |                                      |  |                                |  |  |   |  |  |   |  |

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|  |               |                 |  | (Instr. 3, 4 & 5) |               | Date Exer-cisable | Expira-tion Date | Title               | Amount or Number of Shares |               | or Indirect (I) (Instr. 4) |
|--|---------------|-----------------|--|-------------------|---------------|-------------------|------------------|---------------------|----------------------------|---------------|----------------------------|
|  |               |                 |  | Code              | V             |                   |                  |                     |                            |               |                            |
| <b>Non-Qualified Stock Option (right to buy)</b> | <b>\$2.60</b> | <b>11/05/02</b> |  | <b>A</b>          | <b>70,000</b> | <b>(1)</b>        | <b>11/04/12</b>  | <b>Common Stock</b> | <b>70,000</b>              | <b>70,000</b> | <b>D</b>                   |

Explanation of Responses:

(1) Subject to acceleration in the event of termination of the Reporting Person's employment under specified circumstances or a change in control of the issuer, the options vest in four equal increments beginning on the first anniversary of the date of original grant as defined in the Plan ("Grant Date"), and thereafter on each subsequent anniversary date, and expire one day prior to the 10-year anniversary of the Grant Date unless earlier terminated pursuant to the terms of the Plan as a result of a termination of employment. The Reporting Person may surrender shares to the Issuer in order to pay the exercise price of an option or to satisfy the tax withholding consequences of an option exercise.

By: /s/ **Richard L. Frederick/**  
**Richard L. Frederick**

**11/06/02**  
 Date

\*\*Signature of Reporting Person

\*\*Intentional misstatements or omissions of facts constitute Federal Criminal Violations.  
 See 18 U.S.C. 1001 and 15 U.S.C. 78ff(a).

Note: File three copies of this Form, one of which must be manually signed.  
 If space is insufficient, See Instruction 6 for procedure.

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