



**CONTRATO EMERGENCIAL DO SERVIÇO TERCEIRIZADO DE SAC (SERVIÇO DE ATENDIMENTO AO CONSUMIDOR) EM ATENDIMENTO À RESOLUÇÃO BACEN Nº 4.859/2020, QUE ENTRE SI FAZEM O BANCO DA AMAZÔNIA S.A. E A EMPRESA T S J CONTACT CENTER LTDA.**

**O BANCO DA AMAZÔNIA S/A**, sociedade de economia mista, vinculado ao Governo Federal, com sede em Belém (PA), situado na Avenida Presidente Vargas, nº 800, inscrito no CNPJ/MF sob o número 04.902.979/0001-44, inscrição estadual número 15.073.793-9, doravante denominado **CONTRATANTE**, representado neste ato pela sua Gerente de Contratações e Gestão Administrativa de Contratos – GECOG, Sra. **BRUNA ELINE DA SILVA CAVALCANTE**, brasileira, solteira, bancária, portadora da Carteira de Identidade Profissional nº 25700 OAB/PA e CPF/MF nº 796.223.562-49, residente e domiciliado nesta cidade, e de outro lado a empresa **T S J CONTACT CENTER LTDA**, com registro na Junta Comercial do Estado do Pará (JUCEPA) sob o NIRE nº 15201793744, com sede na Cidade de Belém/PA, na Rua Ó de Almeida, nº 634, Bairro do Reduto, CEP 66.053-190, inscrita no CNPJ sob nº 07.567.687/0001-90, representada neste ato por seu Titular. **Sr. THIAGO SILVA BOGÉA**, brasileiro, casado, empresário, portador da CNH nº 00136157226 DETRAN/PA e CPF/MF nº 591.256.242-53, doravante denominada **CONTRATADA**, **RESOLVE RESCINDIR** por rescisão unilateral o contrato acima referenciado, nos termos da decisão do Comitê de Administração da GECOG do **CONTRATANTE**, datada de 16/10/2025, conforme as cláusulas a seguir:

**CLÁUSULA PRIMEIRA - DA RESCISÃO**

Por este termo fica rescindido por comum acordo o Contrato nº **2025/087**, a partir 12/09/2025, de acordo com a Cláusula Vigésima Oitava e Trigésima Segunda do instrumento contratual, em consonância ao previsto no inciso VII do art. 69 da Lei 13.303/2016 c/c art. 108, inciso VII do Regulamento Interno de Licitações e Contratos do Banco da Amazônia.

**CLÁUSULA SEGUNDA – DA QUITAÇÃO**

Por força desta rescisão, as **PARTES** somente responderão por direitos e obrigações contratuais vigentes e concretizados até a presente data, nada mais tendo a reclamar uma da outra, a qualquer título, em qualquer época, estando, doravante mutuamente satisfeitas e quitadas quanto a quaisquer ônus decorrente das obrigações assumidas no ajuste ora rescindido.

**DA RATIFICAÇÃO**

**CLÁUSULA TERCEIRA** – Permanecem ratificadas todas as Cláusulas que não foram expressamente alteradas pelo presente Termo de Rescisão.



E por estarem de pleno acordo com as Cláusulas e condições aqui fixadas, as partes assinam eletronicamente o presente termo de rescisão ao contrato, mediante plataforma de assinaturas privada, com respaldo no art. 107 do Código Civil e no § 2º do art. 10 da MP 2.200-2, considerando como data de sua celebração aquela que corresponder à última assinatura eletrônica.

**Belém/PA, data da última assinatura eletrônica.**

**BANCO DA AMAZÔNIA S/A**

Assinado por:

*Bruna Eline da Silva Cavalcante*

**BRUNA ÉLINE DA SILVA CAVALCANTE**  
Gerente Executiva de Contratações e Gestão  
Administrativa de Contratos – GECOG

**T S J CONTACT CENTER LTDA**

Assinado por:

*Thiago Silva Bogéa*

**THIAGO SILVA BOGÉA**  
Titular

## Certificado de Conclusão

Identificação de envelope: 44928409-DB95-4007-8C57-D17277581A24  
 Assunto: BASA/Docusign: T S J CONTACT CENTER LTDA - RESCISÃO 2025-087.pdf  
 Envelope fonte:  
 Documentar páginas: 2  
 Assinar páginas: 5  
 Assinatura guiada: Ativado  
 Selo com Envelopeld (ID do envelope): Ativado  
 Fuso horário: (UTC-03:00) Brasília

Status: Concluído

Remetente do envelope:  
 assinatura.contratos@basa.com.br  
 Rua Santo Antonio, N.17 - Sala F - Centro  
 Eusebio, CE 61760000  
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 Endereço IP: 163.116.228.60


## Rastreamento de registros

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 17/10/2025 11:11:00  
 Portador: assinatura.contratos@basa.com.br  
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### Eventos do signatário

Bruna Eline da Silva Cavalcante  
 bruna.cavalcante@basa.com.br  
 Nível de segurança: E-mail, Autenticação da conta  
 (Nenhuma)

### Assinatura

Assinado por:  
  
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 Adoção de assinatura: Estilo pré-selecionado  
 Usando endereço IP: 179.151.222.115  
 Assinado com o uso do celular

### Registro de hora e data

Enviado: 17/10/2025 11:14:18  
 Reenviado: 20/10/2025 07:46:20  
 Visualizado: 20/10/2025 08:18:55  
 Assinado: 20/10/2025 08:19:15

### Termos de Assinatura e Registro Eletrônico:

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Thiago Silva Bogéa  
 thiago@tsjtmk.com  
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 (Nenhuma)

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Enviado: 17/10/2025 11:14:19  
 Visualizado: 17/10/2025 11:24:02  
 Assinado: 17/10/2025 11:24:23

### Termos de Assinatura e Registro Eletrônico:

Aceito: 17/10/2025 11:24:02  
 ID: b8e58a83-db1a-41c9-8104-840a8d5913b5

Eventos do signatário presencial	Assinatura	Registro de hora e data
Eventos de entrega do editor	Status	Registro de hora e data
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alan barros costa alan.costa@basa.com.br Nível de segurança: E-mail, Autenticação da conta (Nenhuma)	<b>Copiado</b>	Enviado: 17/10/2025 11:14:19
<b>Termos de Assinatura e Registro Eletrônico:</b> Aceito: 26/09/2025 10:09:47 ID: 306d2d1d-f37b-43cb-8cff-b7a3f1d65efa		
Eventos com testemunhas	Assinatura	Registro de hora e data

<b>Eventos do tabelião</b>	<b>Assinatura</b>	<b>Registro de hora e data</b>
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<b>Eventos de resumo do envelope</b>	<b>Status</b>	<b>Carimbo de data/hora</b>
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Envelope enviado	Com hash/criptografado	17/10/2025 11:14:19
Entrega certificada	Segurança verificada	17/10/2025 11:24:02
Assinatura concluída	Segurança verificada	17/10/2025 11:24:23
Concluído	Segurança verificada	20/10/2025 08:19:15

<b>Eventos de pagamento</b>	<b>Status</b>	<b>Carimbo de data/hora</b>
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<b>Termos de Assinatura e Registro Eletrônico</b>
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