

Edgar Filing: SUPPORT COM INC - Form SC 13G

SUPPORT COM INC
Form SC 13G
February 14, 2001

SECURITIES AND EXCHANGE COMMISSION
Washington, DC 20549

SCHEDULE 13G
(Rule 13d-102)

INFORMATION TO BE INCLUDED IN STATEMENTS FILED PURSUANT
TO RULES 13d-1(b)(c), AND (d) AND AMENDMENTS THERETO FILED
PURSUANT TO RULE 13d-2(b)
(Amendment No.) (1)

Support.Com, Inc.

(Name of Issuer)

Common Stock

(Title of Class of Securities)

868587106

(CUSIP Number)

12/31/2000

(Date of Event Which Requires Filing of this Statement)

Check the appropriate box to designate the rule pursuant to which this Schedule is filed:

/X/ Rule 13d-1(b)

/ / Rule 13d-1(c)

/ / Rule 13d-1(d)

(1) The remainder of this cover page shall be filled out for a reporting person's initial filing on this form with respect to the subject class of securities, and for any subsequent amendment containing information which would alter the disclosures provided in a prior cover page.

The information required in the remainder of this cover page shall not be deemed to be "filed" for the purpose of Section 18 of the Securities Exchange Act of 1934 or otherwise subject to the liabilities of that section of the Act but shall be subject to all other provisions of the Act (however, SEE the NOTES).

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1. NAMES OF REPORTING PERSONS
I.R.S. IDENTIFICATION NO. OF ABOVE PERSONS (ENTITIES ONLY)

The TCW Group, Inc.

2. CHECK THE APPROPRIATE BOX IF A MEMBER OF A GROUP*

(a) / /

(b) /X/

3. SEC USE ONLY

4. CITIZENSHIP OR PLACE OF ORGANIZATION

Nevada corporation

NUMBER OF SHARES BENEFICIALLY OWNED BY EACH REPORTING PERSON WITH	5. SOLE VOTING POWER	-0-
	6. SHARED VOTING POWER	1,925,248
	7. SOLE DISPOSITIVE POWER	-0-
	8. SHARED DISPOSITIVE POWER	1,925,248

9. AGGREGATE AMOUNT BENEFICIALLY OWNED BY EACH REPORTING PERSON
1,925,248

10. CHECK BOX IF THE AGGREGATE AMOUNT IN ROW (11) EXCLUDES CERTAIN SHARES*

/ /

11. PERCENT OF CLASS REPRESENTED BY AMOUNT IN ROW (11)
5.8%(see response to Item 4)

12. TYPE OF REPORTING PERSON*
HC/CO

*SEE INSTRUCTIONS BEFORE FILLING OUT!

CUSIP No. 868587106

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1. NAMES OF REPORTING PERSONS
I.R.S. IDENTIFICATION NO. OF ABOVE PERSONS (ENTITIES ONLY)

Robert Day

2. CHECK THE APPROPRIATE BOX IF A MEMBER OF A GROUP*

(a) / /

(b) /X/

3. SEC USE ONLY

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4. CITIZENSHIP OR PLACE OF ORGANIZATION

United States Citizen

NUMBER OF SHARES BENEFICIALLY OWNED BY EACH REPORTING PERSON WITH	5. SOLE VOTING POWER -0-
	6. SHARED VOTING POWER 1,925,248
	7. SOLE DISPOSITIVE POWER -0-
	8. SHARED DISPOSITIVE POWER 1,925,248
9. AGGREGATE AMOUNT BENEFICIALLY OWNED BY EACH REPORTING PERSON 1,925,248	
10. CHECK BOX IF THE AGGREGATE AMOUNT IN ROW (11) EXCLUDES CERTAIN SHARES* / /	
11. PERCENT OF CLASS REPRESENTED BY AMOUNT IN ROW (11) 5.8% (see response to Item 4)	
12. TYPE OF REPORTING PERSON* HC/IN	

*SEE INSTRUCTIONS BEFORE FILLING OUT!

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Item 1(a). Name of Issuer:

Support.Com, Inc.

Item 1(b). Address of Issuer's Principal Executive Offices:

575 Broadway
Redwood, CA 94063

Item 2(a). Name of Persons Filing:

Item 2(b). Address of Principal Business Office, or if None, Residence:

Item 2(c). Citizenship:

The TCW Group, Inc.
865 South Figueroa Street
Los Angeles, CA 90017
(Nevada Corporation)

Robert Day
865 South Figueroa Street
Los Angeles, CA 90017
(United States Citizen)

Item 2(d). Title of Class of Securities:

Common Stock

Item 2(e). CUSIP Number:

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Item 3. If This Statement Is Filed Pursuant to Sections 240.13d--1(b), or 240.13d--2(b) or (c), Check Whether the Person Filing is a:

- (a) / / Broker or dealer registered under Section 15 of the Exchange Act (15 U.S.C. 78o).
- (b) / / Bank as defined in Section 3(a)(6) of the Act (15 U.S.C. 78c).
- (c) / / Insurance company as defined in Section 3(a)(19) of the Exchange Act (15 U.S.C. 78c).
- (d) / / Investment company registered under Section 8 of the Investment Company Act of 1940 (15 U.S.C. 80a-8).
- (e) / / An investment adviser in accordance with Section 240.13d-1(b)(1)(ii)(E).
- (f) / / An employee benefit plan or endowment fund in accordance with Section 240.13d-1(b)(1)(ii)(F).
- (g) /X/ A parent holding company or control person in accordance with Section 240.13d--1(b)(1)(ii)(G).

(see Item 7)

The TCW Group, Inc.

Robert Day (individual who may be deemed to control The TCW Group, Inc. and other entities which hold the Common Stock of the issuer)

- (h) / / A savings association as defined in Section 3(b) of the Federal Deposit Insurance Act (12 U.S.C. 1813);
- (i) / / A church plan that is excluded from the definition of an investment company under Section 3(c)(14) of the Investment Company Act of 1940 (15 U.S.C. 80a-3);
- (j) / / Group, in accordance with Section 240.13d--1(b)(1)(ii)(J).

If this statement is filed pursuant to Rule 13d-1(c), check this box. / /

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Item 4. Ownership **

THE TCW GROUP, INC.

- (a) Amount beneficially owned: 1,925,248()
- (b) Percent of class: 5.8%
- (c) Number of shares as to which such person has:
 - (i) Sole power to vote or to direct the vote:
none.
 - (ii) Shared power to vote or to direct the vote:
1,925,248
 - (iii) Sole power to dispose or to direct the disposition of:
none.
 - (iv) Shared power to dispose or to direct the disposition of:
1,925,248

ROBERT DAY***

- (a) Amount beneficially owned: 1,925,248()
- (b) Percent of class: 5.8%

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- (c) Number of shares as to which such person has:
 - (i) Sole power to vote or to direct the vote:
none.
 - (ii) Shared power to vote or to direct the vote:
1,925,248
 - (iii) Sole power to dispose or direct the disposition of:
none.
 - (iv) Shared power to dispose or to direct the disposition of:
1,925,248

(**) The filing of this Schedule 13G shall not be construed as an admission that the reporting person or any of its affiliates is, for the purposes of Section 13(d) or 13(g) of the Securities Exchange Act of 1934, the beneficial owner of any securities covered by this Schedule 13G. In addition, the filing of this Schedule 13G shall not be construed as an admission that the reporting person or any of its affiliates is the beneficial owner of any securities covered by this Schedule 13G for any other purposes than Section 13(d) of the Securities Exchange Act of 1934.

(***) Shares reported for Robert Day include shares reported for The TCW Group, Inc.

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Item 5. Ownership of Five Percent or Less of a Class.

If this statement is being filed to report the fact that as of the date hereof the reporting person has ceased to be the beneficial owner of more than five percent of the class of securities, check the following / /.

Item 6. Ownership of More than Five Percent on Behalf of Another Person.

Various persons other than as described in Item 4 have the right to receive or the power to direct the receipt of dividends from, or the proceeds from the sale of, the Common Stock of Support.Com, Inc.

Item 7. Identification and Classification of the Subsidiary Which Acquired the Security Being Reported on by the Parent Holding Company.

SEE Exhibit A.

Item 8. Identification and Classification of Members of the Group.

Not applicable. SEE Exhibits A and B.

Item 9. Notice of Dissolution of Group.

Not applicable.

Item 10. Certification.

Because this statement is filed pursuant to Rule 13d--1(c), the following certification is included:

By signing below I certify that, to the best of my knowledge and belief, the securities referred to above were acquired in the ordinary course of business and were not acquired and are not held for the purpose of or with the effect of changing or influencing the

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control of the issuer of the securities and were not acquired and are not held in connection with or as a participant in any transaction having that purpose or effect.

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SIGNATURE

After reasonable inquiry and to the best of my knowledge and belief, I certify that the information set forth in this statement is true, complete and correct.

Dated this 12th day of February, 2001.

The TCW Group, Inc.

By: /s/ Linda D. Barker

Linda D. Barker
Authorized Signatory

Robert Day

By: /s/ Linda D. Barker

Linda D. Barker
Under Power of Attorney dated
November 6, 2000, on File with
Schedule 13G for Retek, Inc.
dated November 8, 2000.