



December 28, 2015

Dear PayPath Client,

We apologize to you for the payroll direct deposit problem that occurred on December 23. This problem resulted in some direct deposits not processing in time for the expected payroll date. TASC is your payroll service provider and we take complete responsibility for the error. We feel badly that you and your employees were negatively impacted by this issue.

Please know that we understand how the problem occurred and have put a preventative measure in place to monitor the conversion process so it doesn't happen again.

In the process of creating the payroll file that is sent to the bank, a problem occurred when it did not fully complete the conversion process resulting in just a partial file getting processed. The payroll bank file was re-submitted to the bank as soon as it was discovered the next morning, December 24. However, direct deposits sent through the banking system process through a business day overnight cycle and with Friday being a federal holiday, the deposits could not be available to employees until Monday, December 28. Our management team looked at all possible solutions, including a Saturday deposit delivery. Unfortunately, the Federal Reserve does not initiate deposits for a Saturday delivery and therefore funds could not be available to employees until Monday, December 28.

TASC is committed to providing a high level of customer satisfaction and we want to make things right! We will monitor the situation until it is fully resolved. If any of your employees incurred bank overdraft fees due to this payroll delay, TASC will reimburse these fees. Please use the attached spreadsheet to collect the necessary employee information and a copy of their overdraft fee documentation so we can process a reimbursement as quickly as possible.

- 1) Employers can email the spreadsheet and bank documentation to: **paypath@tasconline.com**
- OR,
- 2) Mail a paper copies to:

PayPath
PO Box 14344
Madison, WI 53708-0344

Also, your payroll processing fees for the next payroll will be waived.

We appreciate your business and the opportunity to regain your trust and continue serving as your payroll service provider into the future.

Sincerely,

Craig Heilman
Director of Administration

Brad Hoffman
EVP, Customer Service

Jon Meyer
Manager, PayPath Administration