

MEMO

To: All Staff

From: Peter Myllymaa,
Vice President, Operations, Clinical and Support Services and Chief Financial Officer

Date: December 30, 2022

RE: Technical Payroll Issue Update

In follow up to previous communication regarding the Payroll system technical issue with our vendor, we are pleased to report that the software system has been restored.

Payroll was successfully calculated and processed on December 27, 2022. We can confirm that all year to date amounts are now correct.

For those employees who received an advance on December 22, 2022 that was less than their actual pay, an additional pay was deposited on December 27, 2022 for the remaining amount owed and everyone is now paid in full.

For those employees who received an advance on December 22, 2022 that was greater than their actual pay, Payroll has established a repayment process.

If the amount owed is less than \$100, it will automatically be deducted on the January 5, 2023 pay. If the amount owed is greater than \$100, employees will be contacted directly through their work email with repayment plan details.

Any request for an alternative to the established repayment plan must be communicated to Payroll **by no later than 9:00 a.m. on Tuesday, January 3, 2023.**

Over payments will be reflected on your paystub as a negative “**Automatic Advance Balance**”.

We again apologize for this unforeseen technical issue and thank you for your understanding.

If you have any questions, please email TBRHSC.Payroll@tbh.net.