



PAYROLL PARTNERS PLUS

Dear Payroll Client:

In recent months, several of our clients have experienced direct deposit fraud. This fraudulent activity has been a result of hackers using email communications and forms which appear to be coming from employees.

In an effort to combat this type of fraudulent activity, we have spoken with the fraud department of Kotapay, our ACH processor. Upon their recommendations, the following guidelines regarding direct deposit updates and changes will be instituted immediately.

1. As the employer and the first line of defense, it will be your responsibility to personally contact any employee who submits a direct deposit change to you by email. In other words, the employees should be spoken to in person or by phone to confirm that they truly submitted the change form.
2. Once confirmed by the employee, all updated forms should be submitted to Payroll Partners through a secure method. The following three options are available for secure transmission of documents to Payroll Partners.
 - a. Documents may be submitted through our secure Citrix ShareFile link. This can be accessed through the link in our email signature or through our website at www.payrollpartnersplus.com. If using the website, click on the upload icon in the upper right-hand corner and choose your processor's name from the drop-down list of recipients. If a secure method of uploading is not used, your employee's personal data could be open to security breaches.
 - b. Documents may be faxed directly to your payroll processor. Please communicate with your account representative to obtain their direct fax number.
 - c. Documents may be mailed or delivered to our office at 10955 Lowell Ave, Suite 800, Overland Park, KS 66210.

If one of these methods of transmission is not used, direct deposit information will not be changed and a live check will be issued for the employee instead.

3. As an additional security measure, once new data has been submitted to Payroll Partners, a follow-up phone call to your payroll processor is required to inform them that you have submitted new information and that it has been verified by the employee. If the change occurs in the evening or on a weekend, please leave a voice mail message. We would prefer that one contact person in your company be designated to approve all direct deposit updates.

IF YOU ARE AN ONLINE CLIENT AND SUBMIT YOUR OWN DIRECT DEPOSIT CHANGES THROUGH CYBERPAY ONLINE:

1. As the employer and the first line of defense, it will be your responsibility to personally contact any employee who submits a direct deposit change to you by email or ESS request. In other words, the employee should be spoken to in person or by phone to confirm that they truly submitted the change request.
2. Once the information has been updated in CyberPay Online, a separate email or a follow-up phone call to your payroll processor is required confirming that you are the one who processed the update and that it has been verified by the employee.
3. We would encourage you to ask your employees who access their pay vouchers online to enable the multi-factor authentication function on their portal. This is one more safeguard against hackers obtaining access to their personal data.

Thank you for your cooperation with these new guidelines. We want to take every step possible to protect you as our client, your employees, and our company. If you have any questions or concerns, please contact Ladeana Henry by phone at 913-742-7937 or by email at lhenny@kellerowens.com or feel free to contact your personal payroll processor directly.

Within the next few weeks, we will have an online feature called CyberHire available, which will allow digital onboarding of new employees. All new hire forms are digitized. Any other forms you want employees to review, complete, or sign can be added to the program, such as a personnel manual acknowledgment form. The system uses a simple guided process for ease of use. Cost for this service is reasonable. If you are interested in learning more about this service, please contact Ladeana Henry at the information listed above or let your personal payroll processor know.

We appreciate you and hope that through teamwork these measures will help reduce the possibility of your or your employees experiencing identity theft or financial loss.

Sincerely,



Ladeana Henry, CPP
Payroll Partners Plus