



Attention Local 111 Members

Payroll Update

Brothers & Sisters,

CMBC has asked the union to forward the information below to all members.

The systems outage is still affecting our normal payroll processes. We presently do not have access to PeopleSoft and other systems and, as a result, we cannot run payroll in the usual way. Payroll has been identified as one of the priority services to restore, but we have to do it safely, so we are sure the systems required are clear of any malware. We are working with BTS and external advisors to bring the systems back on-line on a priority basis, but this process will take some time. We appreciate your patience and understanding.

As a result, you will receive another pay advance on Thursday, December 31. The calculations will remain the same as per the previous two advances that were paid out on December 4 and December 18, 2020. As a reminder, this processing method means *most* employees will receive their regular net pay without premiums or an amount very close to it.

- The December 31 payroll, covering the December 14 – December 27 pay period, will be processed in the form of an advance
 - The advance is calculated as: [scheduled number of hours worked for the past 2 weeks] x [your base rate of pay] x 65% [0.65]
 - Example: 75 scheduled hours x \$30/hr = \$2,250 x 65% = \$1,462.50

☒ Important information about an advance:

- We chose to use an advance as the preferred method for payment because it allows us to easily make adjustments if pay rates change and is much easier to correct than simply repeating an earlier payroll which may no longer be accurate. We have carefully considered this matter, including seeking professional advice.
- There will be **no paystub** available to review. PeopleSoft remains offline.
- There are **no formal deductions** for LTD/IC, pension, taxes (CPP, EI and income taxes), union dues, garnishments, etc.
- The 35% withheld is meant to cover those estimated costs when the systems are reconciled.
- As the 65% paid out is an estimate, adjustments will be made once the payroll systems are restored.
- If you are overpaid, additional money will be recovered on future paystubs.
- If you are underpaid (missing OT, shift differential, annual vacation differential, etc.) those adjustments will occur on future paystubs.

☒ If you have not received the payment by noon on Thursday, December 31, 2020:

- Send an email to pay.inquiries@translink.ca and cc your manager or supervisor with the following information:

☒ Full name as it appears on the bank account

☒ Employee ID (E#)

☒ Work location, your position and supervisor/manager's name

☒ Email address

☒ Phone number

- o Once a missing payment has been confirmed, we can process an e-transfer for the pay advance.
- ☑ Employees will be asked a security question.
- o If you do not have access to email, please call the Pay Inquiries Message Line at 778-375-7779 and provide the information listed above.
- ☑ If you have submitted a disability claim form since December 1, 2020:
 - o The Benefits team is not able to process claims and send the information to Canada Life due to the network disruption.
 - o You will continue to receive the pay advance with no sick days being deducted.
 - o Adjustments will be made once the payroll systems are restored and your sick claims will be processed and forwarded to Canada Life. It is possible that the pay advance will result in an overpayment. Please plan accordingly. Any overpayment will be recovered when reconciliation occurs.
- ☑ All benefits coverage, including health care, will continue regardless of the deductions.

If you have questions, please email pay.inquiries@translink.ca

Credit monitoring service:

We are conducting a comprehensive forensic investigation to determine if any sensitive information was affected, including employee personal information.

In the meantime, out of caution and to alleviate any concerns you may have, we are offering a two-year credit monitoring subscription to all employees. We encourage you to register for this subscription as an added precaution.

If you are a manager and have an employee who is currently on a leave of absence (sick, maternity, paternity, etc.), we ask that you get in touch with them as soon as possible to share this important information and encourage them to sign up.

Instructions on how to register for credit monitoring were shared with employees on December 15, and can be found on the [CMBC Employee Information Portal](#).

CMBC Employee Information Portal (SharePoint site)

As a reminder, you can find Frequently Asked Questions, CMBC news, and wellness resources and more on our [CMBC Employee Information Portal](#).

In solidarity,



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