



March 18, 2020

Dear Valued Client,

With the ever changing landscape regarding the Coronavirus (COVID-19), we want to provide you with proactive steps you may take to ensure payrolls will process timely with no dependence on postal mail or package delivery.

Encourage use of Direct Deposit

The benefits of direct deposit are many, including immediate availability of pay in the employees bank account, and of particular importance in times like this, it eliminates dependence on postal mail and other brick and mortar support.

For employees not already enrolled in direct deposit, here are the steps to move to direct deposit.

- Have your employee complete the attached **direct deposit form**.
- Once you receive the form, update the direct deposit information in the payroll system or send the form to your payroll administrator and we will enter the employee's bank information into the payroll system.

Please note, once we receive direct deposit instructions, it takes five business days prior to the payroll date to confirm bank routing and account information. Otherwise, the direct deposit will be effective the next pay period.

As an important reminder, make sure the direct deposit request change is coming from the employee. We recommend having your employee hand the form to you directly. If the request is not hand delivered, please confirm with the employee to ensure they requested the change. Confirming requests is especially important if received via email.

At this time, our offices are open and we will continue to generate payroll checks as in the past. However with the rapidly changing environment, we believe it is prudent to be proactive and encourage all payees move to direct deposit, if not already there.

Receive Payroll Packages Electronically

If you don't already receive your reports and copies of pay statements through our VMR (virtual mail room), we encourage you to sign up. Please work with your payroll administrator to take advantage of this. Once signed up, you will receive notification via secure email that your reports are available. Additionally, if you are receiving both a physical package and VMR, please consider opting out of the paper delivery.

At this time, our offices are open and we will continue to support paper reports and statements. However with the rapidly changing environment, we believe it is prudent to be proactive and encourage use of digital methods.

What steps is Alerus taking to ensure continuity of business?

We sent communication last Friday, March 13 regarding the steps we are taking to continue business and ensure the safety and health of our employees and clients. You can review this and updated information on our website at alerusrb.com. It's important for you to know we have



activated our pandemic and business continuity policies and are continually monitoring the situation.

We're here to help.

Nothing has changed with how you interact with your payroll administrator. You can continue to email them directly, call their direct dial number or email payit@alerus.com if you need further assistance.

We wish you and those close to you all the very best.

Payroll Administrator
Alerus