



## ***COVID-19 and Employee Paychecks***

Like you, we are carefully monitoring the Coronavirus or COVID-19 situation. Questco is committed to ensuring the safety and well-being of our clients and will maintain the highest level of service, as we navigate through this challenge together. Our clients have always been and always will be our number one focus.

Many areas are now mandating a “Shelter-in-Place”, and others may follow. While we continue to process and distribute paychecks to your organization, there is a high possibility of some interruptions with courier services, such as FedEx and the U.S. Mail. This could also affect our Logistics team’s ability to get to the office to print and package payroll checks. We want to offer proactive approaches to minimize the possibility of a payment disruption.

Questco strongly encourages your employees, who have not already done so, to transition to either Direct Deposit or the use of Paycard. In addition to providing paychecks without the need for a courier, these two options also eliminate the “hand-to-hand” transfer of the paycheck, thus further reducing the risk of transferring the Coronavirus in the workplace.

Employees can contact our Customer Care Center to sign up for Direct Deposit or Paycard. Due to the current situation, Questco will waive the standard pre-note step. Please be aware that a Paycard will require an identification verification from the employee’s banking institution. Your payroll processor can assist you and your employees with the activation of any of these options.

Effective immediately, we will no longer mail paper reports, invoices and check stubs. We ask that you start using the online portal to get any necessary information you need. Please contact your payroll processor for assistance with login and guidance on the portal. Your employees can access the Employee Portal <https://que-ep.prismhr.com/#/auth/login> to print check stubs and view their personal information. Employees can contact our Customer Care Center at 888-595-8968 for assistance with login and guidance on the portal.

Questco will continue to stand at the ready to assist you and your employees throughout this challenging time. You may also contact your service provider with any questions or concerns you may have.

Sincerely,

Jason Randall, CEO

A handwritten signature in black ink that reads "Jason Randall".