



July 12, 2024

VIA EMAIL (WIOATitleI@dwd.wisconsin.gov)
Secretary Amy Pechacek
The Wisconsin Department of Workforce Development
PO BOX 7972
Madison, WI 53707

Re: Equiniti Trust Company, LLC Layoffs – WARN Act Notice

Dear Secretary Pechacek:

I am writing on behalf of Equiniti Trust Company, LLC (the “Company” or “EQ”) to give you notice of a permanent layoff. Part of our staff in our Customer Care Center across multiple U.S. work locations will be laid off on September 30, 2024. This layoff is in connection with right-shoring efforts and roles that are to be eliminated will be relocated to Company operations overseas. We write now to give you advance notice and information regarding the layoff. Affected employees are not represented by a union and there are no bumping rights.

Our Customer Care Center is headquartered at 1110 Centre Point Curve, Suite 101, Mendota Heights, MN 55120 (the “Mendota Heights Location”). Some of our Customer Care employees work at a physical site located at 11200 West Parkland Avenue, Milwaukee, WI 53224 (the “Milwaukee Location”). Many of our Customer Care Center employees work fully remotely in various states, including, but not limited to, Minnesota, Wisconsin and New York.

The Company is implementing a permanent layoff in which fifty-five (55) Customer Care Center employees in multiple states will be separated – three (3) salaried and fifty-two (52) hourly positions. Five (5) of the impacted employees physically work in our Milwaukee Location, all paid hourly. Four (4) of the impacted employees physically work in our Mendota Heights Location. The remaining forty-six (46) impacted employees all work fully remotely outside of Wisconsin.

For your information, we consider all Customer Care Center employees who work remotely as ultimately reporting up to the Mendota Heights Location since the group is headquartered at this physical location. Some of the remote employees have direct managers who physically work at either the Mendota Heights Location or the Milwaukee Location. Some remote employees have direct managers who are also fully remote. In any event, all employees impacted by this layoff received ninety (90) days’ advance notice.

Attached is a list of all job titles, number affected within each job title, and the anticipated layoff date for the salaried and hourly workers.

The Company will ensure that employees will be paid all unearned wages and agreed upon benefits as of the Separation Date. This notice is being provided under the federal Worker Adjustment and



Retraining Notification Act (the “WARN Act”) and/or the Wisconsin’s Business Closing and Mass Layoff (WBCML) law (the “Wisconsin Act”). By providing this information, the Company does not concede, that either the WARN Act and/or the Wisconsin Act applies or that notice is otherwise required. The Company is providing notice to its employees in an effort to be transparent with those impacted employees.

By signing below, I am attesting to the truthfulness of the information contained in this notice.

If you have any questions or would like additional information concerning this matter, please contact me at 718-921-8507 or Jeffrey.nelson@equiniti.com, or by mail at 48 Wall Street, New York, New York 10005.

Very truly yours,

Jeff Nelson
Executive Vice President
US Human Resources

Enclosures

Exhibit A – List of job titles affected by layoff and number in each job title

Job Title	Count of Job Title
Customer Service Representative II	18
Customer Care Associate	16
Customer Care Specialist	4
QA Associate	3
Supervisor	2
Customer Care Lead	2
Team Lead	2
Queue Manager	1
AVP, Shareholder Services	1
Research Facilitator	1
CSR II – TACC	1
Quality Assurance Associate	1
Team Lead, Customer Service	1
Customer Service Representative III	1
EPS CSR II	1
Grand Total	55