



September 17, 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 Permanent Layoffs
11200 West Parkland Avenue, Milwaukee, WI 55120

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 impacting our Customer Care Center. Part of our Customer Care Center staff across multiple U.S. work locations will be laid off on December 16, 2024. This layoff is in connection with right-shoring efforts. Roles that are to be eliminated will be relocated to Company operations overseas. As explained below, this layoff in our Customer Care Center will impact certain employees at our Milwaukee Location¹

The Company is implementing a permanent layoff on December 16, 2024 in which twenty-eight (28) Customer Care Center employees in multiple states will be separated – five (5) salaried and twenty-three (23) hourly positions. The Customer Care Center is headquartered at 1110 Centre Point Curve, Suite 101, Mendota Heights, MN 55120 (the “Mendota Heights Location”). Customer Care Center employees also work at our physical location 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, Wisconsin, Minnesota and New York.

Of the twenty-eight (28) impacted Customer Care Center employees, two (2) physically work in our Mendota Heights Location, four (4) physically work in our Milwaukee location and the remaining twenty-two (22) work fully remotely in either Wisconsin, Minnesota or New York. Of those remote Customer Care Center employees, four (4) live and work in 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. In addition, some impacted remote employees have a direct manager working from the Milwaukee Location and may be considered connected to that location as well. In any

¹ One additional employee outside of the Customer Care Center and working in our Mendota Heights location is also receiving notice of a permanent layoff to be effective on November 19, 2024. This layoff is unrelated to the Customer Care Center and is not a right-shoring based decision. Currently, there are no other layoffs scheduled between November 19 and December 16, 2024. The additional employee does not work or live in Wisconsin and has been provided notice of their layoff. With this employee, the total number of employees affected by this layoff is twenty-nine (29) employees.



event, all impacted Customer Care Center employees were provided at least sixty (60) days advance notice of their layoff regardless of their work location.

Attached as Exhibit A is a list of all job titles and number affected within each job title.

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, the Wisconsin Act and/or any other state WARN law 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,

A handwritten signature in black ink, appearing to read "Jeff Nelson", with a long horizontal flourish extending to the right.

Jeff Nelson
Executive Vice President
US Human Resources

Enclosures



Exhibit A – List of Customer Care Center job titles affected by layoff on December 16, 2024 and number in each job title

Job Titles	Count by Title
Customer Care Specialist	15
Supervisor 1 Customer Care	3
Quality Assurance Associate	3
Customer Care Lead	2
Senior Operations Analyst	1
Shareowner Services Support Specialist	1
Customer Care Planning Associate	1
CSR II	1
Operations Analyst Lead	1
Grand Total	28