



July 12, 2024

VIA EMAIL (WARN.DEED@state.mn.us)

Commissioner Varilek

Minnesota Department of Employment and Economic Development

180 East Fifth Street

St Paul, MN 55101-1678

Jason Wadell, State Rapid Response Team Supervisor

Department of Employment and Economic Development

180 East Fifth Street

St Paul, MN 55101-1678

WARN.DEED@state.mn.us

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

Dear Commissioner Varilek and Mr. Wadell:

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. Four (4) of the impacted employees physically work in our Mendota Heights Location. Five (5) of the impacted employees physically work in our Milwaukee Location. The remaining forty-six (46) impacted employees all work fully remotely outside of Minnesota.

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.



Please see attached with this letter Exhibit A which contains names, addresses, layoff dates, and job titles of all affected employees in each unit, department, or classification. Also attached as Exhibit B is a list of the job titles of all positions affected and the number of individuals in each job title.

This notice is being provided under the federal Worker Adjustment and Retraining Notification Act (the "WARN Act") and/or the Minnesota Early Warning System Law (the "Minnesota Act"). By providing this information, however, the Company does not concede, that either the WARN Act and/or the Minnesota Act applies or that notice is otherwise required. The Company is providing notice to its employees in an effort to be transparent about the Company's upcoming plans.

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, wavy line extending from the end of the signature.

Jeff Nelson
Executive Vice President
US Human Resources

Enclosures

Exhibit A Attached – Names, Addresses, Layoff Dates, and Job Titles of Affected Employees



Exhibit%20A%20for
%20Minnesota.xlsx

Exhibit A for Minnesota



Exhibit B - List of job titles affected by layoff and number in each job title

Job Title	
Customer Service Representative II	
Customer Care Associate	
Customer Care Specialist	
QA Associate	
Supervisor	
Customer Care Lead	
Team Lead	
Queue Manager	
AVP, Shareholder Services	
Research Facilitator	
CSR II – TACC	
Quality Assurance Associate	
Team Lead, Customer Service	
Customer Service Representative III	
EPS CSR II	
Grand Total	55