MANAGEMENT AND BUDGET

Memo

Date: November 20, 2026

To: Agency Payroll, Human Resources, and Accounting Staff

CC: Deputy Commissioners, CFOs, Finance Directors, and HR Directors

From: Katie Karow, Director, Statewide Payroll Services

RE: Direct Deposit Updates – Agency Responsibilities

Information security and employee identity verification remain critical agency responsibilities.

Agency Payroll, Human Resources, and Accounting staff **must** review this memo and the April 23, 2026, communication and follow the requirements in both. The following actions help to protect employee information and prevent fraudulent direct deposit changes.

PLEASE SHARE THIS INFORMATION WITH APPROPRIATE AGENCY STAFF.

Direct Deposit Update Requests

As a reminder, employees now have a more secure method for updating their direct deposit information through Self Service. If an employee asks to update their direct deposit information, agency payroll, human resources, and accounting staff must direct employees to update their own information through Self Service while connected to the State's secure VPN.

If an employee cannot access a secure network or VPN, they must complete and submit a paper direct deposit form. Once received, agency staff with the appropriate security access are responsible for verifying the employee's identity before entering any direct deposit changes in SEMA4. Review the Agency Responsibilities below to ensure compliance with these procedures.

Agency staff ***should never*** send instructions or personal information by email and ***must always*** independently verify the employee's identity before communicating about or processing any direct deposit request.

Agency Responsibilities

Agency Payroll, Human Resources, and Accounting staff ***must*** take the following actions to help protect employee information and prevent fraudulent direct deposit changes:

- **Direct employees to Self Service through the secure VPN** whenever possible. Employees

should be encouraged to update their own direct deposit information through Self Service rather than requesting agency staff to make changes on their behalf.

    - ***Never* send instructions or personal information through email.** Do not email direct deposit instructions, banking information, completed forms, screenshots, account information, employee identification information, or any other personal data. This applies even when information appears to be redacted.

- **Always verify the employee's identity before processing a direct deposit request.** Staff must independently verify the employee's identity by initiating contact with the employee in person, through a Teams video call, or by calling a known phone number on record. Do not rely solely on information provided in an email, text message, voicemail, or submitted form.

- **Process direct deposit changes only after identity verification is complete.** No direct deposit updates should be entered into SEMA4 until identity verification requirements have been satisfied.

- **Ensure all paper forms are fully completed by the employee.** All required fields must be completed using information that matches the employee's record. Agency staff must not complete missing information or modify submitted forms. Forms must be free from alterations or edits when received.

- **Remain vigilant for phishing, spoofing, and impersonation attempts.** Exercise caution when receiving requests from personal email accounts, unfamiliar email domains, unexpected phone calls, or text messages claiming to be from employees requesting payroll assistance or direct deposit changes.

Required Agency Coverage

Agencies **must** maintain at least one Direct Deposit Designee with the appropriate security clearance to process paper direct deposit requests and provide adequate backup coverage to ensure timely processing. Security profile changes for SEMA4 may be requested by submitting the appropriate change request form to Sema4.Security@state.mn.us.

Questions?

Agency Payroll, HR or Accounting staff should contact Halley Bui with Statewide Payroll Services at 651-201-8021 or by email if there are questions.

Have a Payroll Question About Something Else?

Agency Payroll, Human Resources, and Accounting Staff may email their questions to Statewide Payroll Services. Use the Agency Payroll Contacts list to find your payroll subject and where to email.