[Agency Letterhead]

[Publish Date]

Insert Name: Mr., Mrs., Miss, Ms., First Name, Last Name

Insert Title

Insert Name of Company

Insert Street Address

Insert City, State Zip Code

Insert Salutation: Dear Mr., Mrs., Miss, Ms. Last Name

The State of Oregon recently transitioned to a new payroll system to issue payment of employees’ wages. While the majority of state employees experienced a seamless transition, there were errors that resulted in some employees not being paid appropriately as a result of the conversion.

It has come to our attention that “insert employee name” has incurred certain fees from your organization as a result of this conversion. Please know that this was a result of erroneous changes to this employee’s net pay stemming from the payroll transition and was beyond the control of the employee.

The State is working diligently to correct these errors as quickly as possible so that wages are paid correctly and on time. Thank you for your understanding.

Sincerely,

Agency Payroll Manager

Insert Title