



All of **us** serving you®

May 13, 2014

Dear State of Alaska Employees:

A processing issue occurred at U.S. Bank that caused a one-day delay in the State of Alaska payroll deposit to your account. The deposit was originally scheduled for Monday, May 12, 2014, and will be processed no later than Tuesday, May 13. We sincerely apologize for this delay.

This issue was **not** caused by the State of Alaska. Please be assured that it was an isolated incident, and that U.S. Bank has taken proper steps to ensure this will not recur in the future.

If you were charged fees due to this delay which have not been waived or otherwise reimbursed, please contact U.S. Bank for reimbursement.

- Email: [tm.service.communityandmetro@usbank.com](mailto:tm.service.communityandmetro@usbank.com)
- Phone: 877-224-8070 from 6:00 am AKDT to 5:00 pm AKDT
- Fax: 877-324-1677

Please reference that you are a State of Alaska employee and provide your name, financial institution, last four digits of your account number and a description of the fee. We will arrange to reimburse your account for valid claims.

Please accept our apologies for any inconvenience this delay may have caused.

Sincerely,

*Steve Max*

Stephen Max  
Senior Vice President  
Transaction Processing Services

Member FDIC