

A note from

AT&T Global Payroll Services

Information regarding your recent overpayment

1/XX/2024

To: UID ee

CC: UID Supervisor

Supervisor: You may be receiving this message on behalf of your direct reports. Please ensure they receive this information.

What does this mean to me?

You are receiving this message as a follow-up regarding your recent overpayment for time worked between December 24, 2023 and January 6, 2024.

Due to a system error, you received extra pay in your January 12, 2024 paycheck. Here are additional details on this overpayment:

Overpayment ID: **overpayment number**

Overpayment Reason: **System Error**

Overpayment Timeframe: **12/24/2023 – 1/6/2024**

Total Overpayment amount of \$ **Gross Amount**

What are my options to repay?

- To repay the full net overpayment in one lump sum by using a credit/debit card:
 - Contact OneStop Interactive Voice Response (IVR) at 888-722-1787
 - Say “**Payroll**” and follow the prompts
- To repay the full net amount in one lump sum by personal check, cashier's check, or money order:
 - Make payable to AT&T Services, Inc. for the Total Overpayment amount listed above
 - Mail to the following address:
 - AT&T Services, Inc.
 - Attention: Payroll - Overpayments
 - 1010 Pine, 7th floor
 - St. Louis, Missouri 63101
- To repay by payroll deduction from future paycheck(s)*:
 - Visit the [Process Center](#) to complete the [Payroll Authorization to Collect Compensation or Benefit Overpayment](#) and establish the amount you would have deducted each paycheck.

*May be governed by state law, federal law and/or applicable collective bargaining agreement.

Questions?

- Contact OneStop Interactive Voice Response (IVR) at 888-722-1787
 - Say “**Payroll**” and follow the prompts

We apologize for any inconvenience, and we appreciate your cooperation in helping us to resolve this issue. For additional information on the overpayment process, refer to the [Field User Guide to Overpayment Recovery](#).

Global Payroll Services

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