United States Department of the Interior

INTERIOR BUSINESS CENTER
Denver, CO 80235

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July 16, 2020

Memorandum

To: Federal Personnel and Payroll System User Group Representatives

From: Christine Zertuche-Rocha, Chief //signed//
           Payroll Operations Division (POD)

Subject: Change to Manual Processing of Employee Banking and Address Change Requests

Please share this information with all agency employees, Servicing Personnel Offices and/or Payroll Liaisons.

This memorandum is a follow up to the POD's presentation at the Federal Personnel and Payroll System User Group meeting, on June 2, 2020, regarding cybercriminal activity related to payroll fraud. Payroll fraud poses a significant risk to individual federal employees in terms of lost payments, as well as to federal agencies in terms of costs incurred due to fraudulent activities.

In addition, payroll fraud poses a significant risk to the integrity of the Payroll Operations Branch's (POB) manual processing of employee banking and address changes. Therefore, in our commitment to managing payroll fraud, with an emphasis on preventing and mitigating risk, the POD re-assessed our internal controls and completed a fraud risk assessment to prevent, detect, and respond to fraud.

To mitigate future fraud risk, the POB will no longer manually process changes to employees' net check Electronic Fund Transfer (EFT) banking or hardcopy check information, voluntary allotments, discretionary allotments, or official mailing address change requests, through any source. This includes the Information for Reporting Non-Receipt of DD/EFT Payments (A09) and the Information for Reporting Non-Receipt of Hard Copy Salary Check (A10) forms. Instead, employees must make these types of changes through either Employee Express (self-service by employees using the secure system) or their Servicing Personnel Office or Payroll Liaison who can verify the identity of the employee. IBC believes these safeguards will significantly reduce fraudulent activity, thereby protecting the interests of individual employees and federal agencies.

The POD is exploring other automated and secure methods of submitting these types of updates to employees' records. As more options are available to make these types of changes, we will communicate them to you.

If User Group Representatives have questions, they may contact Christine Zertuche-Rocha, Division Chief, or Lisa Puente, Deputy Chief, at 303-969-7739. If agency contacts have

questions, please have them contact their Payroll Processing Section Supervisor (listed in the chart below*) or the POB's Branch Chief, Rebecca Romero.

*POB Branch Chief and Section Supervisors Contact List:

Agencies	**Name**	**Office Phone Number**	**Email Address**
Branch Chief	Rebecca Romero	303-969-7450	Rebecca_N_Romero@ibc.doi.gov
Pay Processing Section 1 – *Serviced Agencies -* **BIA, SOL, FWS, CPSC, FLR, SSS, FERC, JMF, TDA, IAF, TIB, ADF, NASA, DCC, EDU, SCJ, USC, CFA, Casuals and PCLOB**	Karen Galperin	303-969-7409	Karen_A_Galperin@ibc.doi.gov
Pay Processing Section 2 - *Serviced Agencies -* **NPS, OSM, BOE, ARC, CSB, NSF, SEC, HST, PT, HD, IMLS, UTC, NRC, ABMC, BSE, EXIM, FHFA, NARA, PDB, JFK**	Monica Dybing	303-969-7424	Monica_L_Dybing@ibc.doi.gov
Pay Processing Section 3 - *Serviced Agencies –* **OS, ONRR, USG, BOR, OIG, OAS, BLM, PBGC, ITC, FTC, OPIC, UT, EEOC, ONH, VCT, MCC, EPA, OST**	Brandi Hartman	303-969-7475	Brandi_J_Hartman@ibc.doi.gov
Pay Processing Section 4 - *Serviced Agencies -* **SSA, NLRB, NTSB, PDS, DOT, FAA, IBWC, NMB, SLS, STB**	Debbie Bentley	303-969-6347	Debbie_S_Bentley@ibc.doi.gov