

david@sevenplusfinancial.com

O Authenticated by adp.com ✓ Valid Signature

From: denise.franzson@adp.com

To: Jacquelyn.Thomas@ADP.com, david@sevenplusfinancial.com Cc: Allyson.Noray-Johnson@adp.com, Jared.Feggan@adp.com

Sent: May 17, 2019 7:26:38 AM EDT

Subject: RE: iPay case: 02609389

Good morning—

As I stated previously, ADP mailed out all W2s timely so we will not be sending a letter stating otherwise. If you did not receive your W2 by the end of January, you should have reached out to us then to avoid the penalty situation. The copy of your W2 was mailed to the address listed below via USPS on Wednesday, May 15. If the below address is incorrect, please let me know the correct one and I will send out another copy.

Regards,



Denise Franzson, CPP
HCM Tech Analyst I
Pioneer/Creator
Corporate GBHR Shared Services
15 Waterview Blvd, Parsippany, NJ 07054
T: 1-877-ADP-HR11 Direct: 973.404.4520

denise.franzson@adp.com

From: Feggan, Jared (CORP) On Behalf Of Thomas, Jacquelyn (CORP)

Sent: Thursday, May 16, 2019 4:22 PM

To: David Schwartz <david@sevenplusfinancial.com>; Franzson, Denise (CORP) <Denise.Franzson@adp.com> **Cc:** Thomas, Jacquelyn (CORP) <Jacquelyn.Thomas@ADP.com>; Noray-Johnson, Allyson (CORP) <Allyson.Noray-

Johnson@adp.com>

Subject: RE: #MS# iPay case: 02609389

Good Afternoon David,

I am following up with you in Jacquelyn's absence. In reviewing your case, I show that our Payroll Support Team has mailed your requested W2 to the address below. I will ask my Support Team if they are aware of when the letter is being mailed out.

8602 Banyan Bay Blvd Fort Myers, FL 33908

Regards,

Jared Feggan

HR & Payroll Resource Center Specialist II

877-ADP-HR11 Phone 855-565-2122 General Fax

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From: David Schwartz [mailto:david@sevenplusfinancial.com]

Sent: Thursday, May 16, 2019 4:03 PM

To: Franzson, Denise (CORP) < <u>Denise.Franzson@adp.com</u>>

Cc: Thomas, Jacquelyn (CORP) < Jacquelyn. Thomas@ADP.com>; Noray-Johnson, Allyson (CORP) < Allyson. Noray-

Johnson@adp.com>

Subject: Re: iPay case: 02609389

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Afternoon,

I was wondering what address you sent my w2 to? I want to make sure you have the right one.

I also would like to know when I will receive the letter I can send the IRS Stating it was Adp's fault I haven't been able to file my taxes.

Kind Regards,

David M. [C] 239-233-5712 Seven Plus Financial

On May 15, 2019, at 11:52 AM, Franzson, Denise (CORP) < Denise. Franzson@adp.com > wrote:

David--

I only contacted you to find out which W2 you needed as it was not included in the original case. I have sent your W2 out to you to the address we have on file via USPS. All W2 forms were sent out timely at year end so there is no need for a letter stating otherwise. The payroll department also has no record of your business tax statements. ADP will not be responsible for any penalties you may have incurred.

Regards,

Denise Franzson, CPP <image001.png>

HCM Tech Analyst I Pioneer/Creator

Corporate GBHR Shared Services 15 Waterview Blvd, Parsippany, NJ 07054

T: 1-877-ADP-HR11 Direct: 973.404.4520

denise.franzson@adp.com

From: David Schwartz < david@sevenplusfinancial.com>

Sent: Wednesday, May 15, 2019 11:47 AM

To: Thomas, Jacquelyn (CORP) < <u>Jacquelyn.Thomas@ADP.com</u>>

Cc: Daniel R. Levine < DRL@pbl-law.com >; Franzson, Denise (CORP) < Denise.Franzson@adp.com >

Subject: RE: iPay case: 02609389

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What's the deal?

I just had someone email me and say they were going to mail my w2 and they asked what years I needed. I have sent you numerous pictures and screen shots of it not working, why don't you send me every one that I have sent you that way I don't go back and resend stuff 100 times.

What I need from you is a Letter from ADP stating that they made a mistake and did not send me my w2 and also my Business Tax Statements for 2018 and ADP will be RESPONSIBLE for any late penalties that I may have to pay. The lady who emailed me earlier contact info is below so you can speak with her.

I have cc'd my attorney in this now because it is getting out of hand.

Denise Franzson, CPP
HCM Tech Analyst I
Pioneer/Creator

Thank you, David Schwartz 239-233-5712

From: Thomas, Jacquelyn (CORP) < <u>Jacquelyn.Thomas@ADP.com</u>>

Sent: Wednesday, May 15, 2019 11:25:14 AM

To: David Schwartz

Subject: RE: iPay case: 02609389

Hello David,

In order for us to resolve the issue with your access, we would need the screenshots as requested.

Thank you,

Jacquelyn Thomas HR Payroll Specialist I Phone: 877-237-4711 Fax: 855-565-2122

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From: David Schwartz < <u>david@sevenplusfinancial.com</u>>

Sent: Tuesday, May 14, 2019 4:04 PM

To: Thomas, Jacquelyn (CORP) < <u>Jacquelyn.Thomas@ADP.com</u>>

Subject: Re: iPay case: 02609389

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Here this is why you guys won't let me login!

http://whistlebl0wer.com/adp-fraud/

Kind Regards,

David M. [C] 239-233-5712 Seven Plus Financial

On May 14, 2019, at 3:50 PM, Thomas, Jacquelyn (CORP) < <u>Jacquelyn.Thomas@adp.com</u>> wrote:

Hi David,

I know there have been multiple screenshots taken but since the team cannot see what actions are taken they ask for the screenshots to try to duplicate the issue. They would like to have a full page screenshot showing the time stamp and URL so they can review further to see what could be hindering you from logging into the system.

Thank you,

Jacquelyn Thomas HR Payroll Specialist I Phone: 877-237-4711 Fax: 855-565-2122

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From: David Schwartz < <u>david@sevenplusfinancial.com</u>>

Sent: Tuesday, May 14, 2019 12:54 PM

To: Thomas, Jacquelyn (CORP) < Jacquelyn.Thomas@ADP.com

Subject: RE: iPay case: 02609389

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Your seriously kidding me right?

This is the 10th time I have sent screen shots, etc.

I HAVE A LATE FINE I HAVE TO PAY NOW TO THE IRS!!!

Who is your Sales Exec, VP and DVP that I can report this too? Or however your HR Division is structured.

David Schwartz

Executive Partner

O: 239-362-3955 | C: 239-233-5712

<image001.jpg>

From: Thomas, Jacquelyn (CORP) < <u>Jacquelyn.Thomas@ADP.com</u>>

Sent: Tuesday, May 14, 2019 12:43:45 PM

To: David Schwartz

Subject: RE: iPay case: 02609389

Hello David,

I have been advised by Tier II of the following:

Please try again.

After checking and you are still having issues please take a screen shot of the error message along with timestamp and URL trying to access.

Thank you,

Jacquelyn Thomas HR Payroll Specialist I Phone: 877-237-4711 Fax: 855-565-2122

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From: David Schwartz < david@sevenplusfinancial.com >

Sent: Friday, May 10, 2019 12:56 PM

To: Thomas, Jacquelyn (CORP) < <u>Jacquelyn.Thomas@ADP.com</u>>

Subject: RE: iPay case: 02609389

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Sent from Mail for Windows 10

From: Thomas, Jacquelyn (CORP) < <u>Jacquelyn.Thomas@ADP.com</u>>

Sent: Friday, May 10, 2019 12:40:08 PM

To: David Schwartz

Subject: RE: iPay case: 02609389

Hello David,

You should have received a separate email with your temporary password. Please advise if you still experience any issues with logging in.

Thank you,

Jacquelyn Thomas HR Payroll Specialist I Phone: 877-237-4711 Fax: 855-565-2122

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From: David Schwartz < david@sevenplusfinancial.com>

Sent: Friday, May 10, 2019 12:27 PM

To: Thomas, Jacquelyn (CORP) < Jacquelyn.Thomas@ADP.com

Subject: Re: iPay case: 02609389

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I understand as I worked for Adp. What is my temporary password again?

The other issue is when I try to reset it with my email n info it doesn't say I have wrong information it says something like "we are unable to process your request" if I intentionally put in a wrong email and or name it will say "wrong credentials"

Get Outlook for iOS

From: Thomas, Jacquelyn (CORP) < jacquelyn.thomas@adp.com>

Sent: Friday, May 10, 2019 12:23 PM

To: David Schwartz

Subject: RE: iPay case: 02609389

Hello David,

I have provided your additional screenshots to the iPay team and they have advised it seems you may not be entering in your credentials correctly. Please confirm that you are using DSchwartz2@A.D.P. as your username. Also please ensure that you are not leaving out the period at the end (after the "P").

Thank you,

Jacquelyn Thomas HR Payroll Specialist I Phone: 877-237-4711 Fax: 855-565-2122

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From: david@sevenplusfinancial.com

Sent: Thursday, May 9, 2019 1:53 PM

To: Thomas, Jacquelyn (CORP) < <u>Jacquelyn.Thomas@ADP.com</u>>

Subject: RE: iPay case: 02609389

From: jacquelyn.thomas@adp.com Sent: Thu May 9, 2019 1:48 PM

To: david@sevenplusfinancial.com, Jacquelyn.Thomas@ADP.com

Subject: RE: iPay case: 02609389

Good Afternoon David,

I am assisting Jacquelyn in her absence. In reviewing the case, I show where an email with your User Name and a temporary password was sent via email as of 4/17/19 to allow you to establish you access to the iPay website to access your W2. Upon receiving the email, did you manually key in the temporary password and if so, was it not accepted?

Please provide me a full page screen print of the attempt to sign in using the password submitted and if you are still unable to log on, I will ask my Support Team to review further.

Regards,

Jared Feggan

HR & Payroll Resource Center Specialist II

877-ADP-HR11 Phone 855-565-2122 General Fax

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From: David Schwartz [mailto:david@sevenplusfinancial.com]

Sent: Thursday, May 09, 2019 1:38 PM

To: Thomas, Jacquelyn (CORP) < Jacquelyn.Thomas@ADP.com>

Subject: RE: iPay case: 02609389

WARNING: Do not click links or open attachments unless you recognize the source of the email and know the contents are safe.

Hello Jacquelyn,

I still have yet been able to login to my ipay account. I've emailed you several times and haven't heard back.

Is there anything else I can do? I now have to pay a penalty on my taxes.

From: Thomas, Jacquelyn (CORP) < <u>Jacquelyn.Thomas@ADP.com</u>>

Sent: Monday, April 29, 2019 11:06:01 AM

To: David Schwartz

Subject: RE: iPay case: 02609389

Hello David,

I do apologize in the delay of response. I was waiting for further information from the iPay team. They have now gone through with updating your profile and you should now be able to log into iPay. Please advise if you still experience any issues.

Thank you,

Jacquelyn Thomas HR Payroll Specialist I Phone: 877-237-4711 Fax: 855-565-2122

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From: David Schwartz < david@sevenplusfinancial.com>

Sent: Thursday, April 25, 2019 1:29 AM

To: Thomas, Jacquelyn (CORP) < <u>Jacquelyn.Thomas@ADP.com</u>>

Subject: Re: iPay case: 02609389

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Any luck on my w2

Kind Regards,

David M. [C] 239-233-5712 Seven Plus Financial

On Apr 17, 2019, at 7:36 PM, Thomas, Jacquelyn (CORP) < <u>Jacquelyn.Thomas@adp.com</u>> wrote:

Hello David,

I have received both screenshots and have escalated them to the iPay team for further review.

Thank you,

Jacquelyn Thomas HR Payroll Specialist I Phone: 877-237-4711

Fax: 855-565-2122

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From: David Schwartz < david@sevenplusfinancial.com>

Sent: Wednesday, April 17, 2019 7:34 PM

To: Thomas, Jacquelyn (CORP) < <u>Jacquelyn.Thomas@ADP.com</u>>

Subject: RE: iPay case: 02609389

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If I go and try to reset it this is the error message I get.

From: Thomas, Jacquelyn (CORP) < <u>Jacquelyn.Thomas@ADP.com</u>>

Sent: Wednesday, April 17, 2019 7:27:29 PM

To: David Schwartz

Subject: RE: iPay case: 02609389

Hello David,

Yes, you should be access the iPay site, www.ipay.adp.com. When you enter the username and the temporary password that was sent to you, is it then giving you an error? If so, please provide a screenshot of what appears so that it can be reviewed further.

Thank you,

Jacquelyn Thomas HR Payroll Specialist I Phone: 877-237-4711

Fax: 855-565-2122

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From: David Schwartz < david@sevenplusfinancial.com>

Sent: Wednesday, April 17, 2019 7:24 PM

To: Thomas, Jacquelyn (CORP) < <u>Jacquelyn.Thomas@ADP.com</u>>

Subject: RE: iPay case: 02609389

WARNING: Do not click links or open attachments unless you recognize the source of the email and know the contents are safe.

Hi, Thank you but it still wont work.

It's the IPAY Site correct?

From: Thomas, Jacquelyn (CORP) < <u>Jacquelyn.Thomas@ADP.com</u>>

Sent: Wednesday, April 17, 2019 10:59:50 AM

To: David Schwartz

Subject: iPay case: 02609389

Hello David,

User ID we show in system = <u>DSchwartz2@A.D.P.</u>

Password has been reset – temporary password needs to be typed not cut and paste.

Please try again and advise if you are still having any issues.

Thank you,

Jacquelyn Thomas HR Payroll Specialist I Phone: 877-237-4711 Fax: 855-565-2122

HR & Payroll Resource Center

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