

July 16<sup>th</sup>, 2025

SENT VIA EMAIL [jean-luc.riverin@bell.ca](mailto:jean-luc.riverin@bell.ca)

**Jean-Luc Riverin**  
**President**  
**Bell Technical Solutions**

**Re: Ongoing Payroll Issues**

Dear Mr. Riverin,

I am writing to you today with a level of frustration and anger that has reached a boiling point. The situation in the payroll department has become a complete disaster, and our members have hit their breaking point. Enough is enough!

We are currently facing thousands of outstanding payroll issues, some of which have been lingering since May. That is nearly two months of unresolved pay discrepancies!

This is absolutely unacceptable. Our members are missing whole paychecks, some are being overpaid, and many are missing thousands of dollars from numerous pay periods. It has reached a point where members are missing mortgage payments, car loans, and, in some cases, are resorting to utilizing payday loans with obscene interest rates just to get by. The sheer volume of these issues is staggering, and it reflects a gross failure on the part of your team.

This company should be ashamed of itself. We supported the transition to the SAP 90 system, believing it would streamline our processes and improve efficiency. We even signed a new Memorandum of Agreement allowing you to change the pay date and go against the contract to align with your other bargaining units. And what do we have to show for it?

Nothing but errors!

I have been inundated with calls from representatives and members across the province who are rightfully outraged. They are demanding to sit in the work centers until they receive the pay they are owed. While I will not encourage such drastic measures, I cannot blame them for wanting to take a stand. This is not just about numbers on a spreadsheet; these are people's lives, livelihoods, and families that are being affected by your department's incompetence.

This mess stems from corporate greed—placing reliance on AI to do the work and drastically reducing the workforce that used to handle these tasks. It's infuriating to see a few individuals trying to manage what hundreds used to do. For this reason, I have no sympathy for you or your team. The excuses must stop, and the time for action is NOW!

It is imperative that you take immediate steps to rectify this situation. We expect a detailed plan outlining how you intend to resolve the outstanding issues by the end of this week. Our members deserve better, and they will not tolerate this negligence any longer.

Just so we're clear- a simple phone call or email communicating that you're working on it will no longer suffice!

Regards,

A handwritten signature in black ink, appearing to read "Clay Nunn", with a stylized, cursive script.

**Clayton Nunn**

**Unifor National Representative**

cc: Reno Vaillancourt, Senior Vice President, Bell Canada

CN/kw:cope.343