



BB&T

BB&T MyLink Payroll Card - Client Testimonial

AUTUMN CORPORATION

Based in Rocky Mount, N.C., Autumn Corporation began in 1979 as a commitment to high-quality nursing home care for the elderly and has grown to encompass 25 skilled nursing and rehabilitation facilities across North Carolina and Virginia. "With each location providing residential as well as outpatient care, we operate three shifts a day, and our staff now exceeds 3,500," says Brenda Yates, controller. "We pay our employees every two weeks, and the expense and inconvenience of paper checks was taking its toll."

In 2010, Autumn Care made the decision to eliminate paper checks, offering employees a choice of direct deposit and payroll cards. "We chose BB&T's MyLink Card," says Yates. "I knew it was a step we absolutely needed to take but I'll be honest – I dreaded the conversion and expected major problems and disruptions. The reality was, it was one of the smoothest, easiest conversions I have ever experienced."

"BB&T provided outstanding training—very comprehensive and personalized to our needs. Best of all, they were able to conduct the training by telephone, with individual followup as needed. We have a payroll specialist in each of our locations who issues payroll cards for that location. Bringing everyone together for training would have been very expensive with 25 locations, but BB&T was able to take care of everyone's needs by telephone and still be very effective."

Positive response

While some employees were resistant at first, just because they were used to having a paycheck in their hand, Yates says reaction has been very positive. "They soon realized the advantages of either direct deposit or payroll card – the assurance of knowing their pay will be there without delay on payday, plus the time and cost savings from not having to cash a check. Of course, they can choose to direct deposit with any other financial institution as well."

"We have about 450 employees on the payroll card," she notes. "BB&T provides an easy-to-follow enrollment packet that includes the application form. We use the instant issue feature, so they can begin experiencing the benefits right away instead of having to wait for their permanent card to arrive in the mail."

"Ongoing support is awesome," she adds. "We have a dedicated BB&T support team, and they do an amazing job of accommodating any request we have. Even members of the implementation team stay in touch and stop by to see us from time to time. It goes beyond operational excellence – there's a strong bond of genuine interest and caring that totally mirrors Autumn Care's motto of 'Service Above Self.' We definitely chose the right partner."