



**Personnel Records Center**  
1876 Data Drive  
1N-110  
Hoover, AL 35244

T 888.532.5556  
EmployeePersonnelRecords@att.com

April 10, 2023

Effective May 15, 2023, COPE cards and Union Deduction cards should be sent to the following address for processing:

**AT&T**  
**Payroll Customer Care Center**  
**105 Auditorium Circle**  
**Room 10-H-80**  
**San Antonio, TX 78205**

Email address - [hr\\_onestop\\_rims@mailac.custhelp.com](mailto:hr_onestop_rims@mailac.custhelp.com)

To provide a smooth transition with no disruption to payroll contribution the following steps will be taken:

- Notification will be sent to the Union at a National level to be shared as appropriate.
- Email notification will be sent to district contacts that work closely with the Records team on a regular basis.
- Cards that are sent to the Records team will be redirected to the PCC for processing.

Please share this communication with your districts and locals.

Thank you,

*Gina Fox*

Gina Fox  
HR Records Supervisor