

**FLIGHT ATTENDANT NEW HIRE
HANDBOOK**



www.TWU556.org

Get accurate up-to-date information on: breaking Union news, Membership Meeting Schedules and more.



Unity Magazine

Unity Magazine/Union newsletter will be delivered to your personal email on file with the Local.



TWU Local 556 Connect App

Local news, the Chat feature, Contact Information and a searchable Contract are just a few of the great resources on our 556 App! Available for iPhone, iPad and Android.



Social Media

Facebook Page: TWU Local 556

Facebook Group:
Official TWU Local 556
Resource Group
Instagram: twulocal556
Twitter: @twu556



The Education Committee would like to thank HOU Flight Attendant Ashley Watson for the artwork used in this booklet. For more of her work, visit www.stylebyashley.com.

Welcome to TWU Local 556!

On behalf of the entire Membership, welcome to the Transport Workers Union of America Local 556, the Union of Southwest Airlines Flight Attendants. We are proud to welcome you as Sisters and Brothers of organized Labor and look forward to working with you, and for you!

This booklet is intended to provide new Members with educational information on some of the more commonly referenced Articles found in our Collective Bargaining Agreement (CBA). It is designed to break down, in layman's terms, Contract Articles that are often difficult to apply in real world settings. In this booklet you will find helpful explanations about our Reserve system and the Attendance and Commuter Policy, to name a few. It is just one of the many resources that TWU Local 556 has made available to our Membership in an effort to help you better understand your Contract, Work Rules, and Union Resources. Keep in mind, it does not include the entirety of our Contract.

Please visit www.TWU556.org for additional educational resources. You'll find this booklet, Contract 101s and much more under the "Contract & Education" tab.

Your Union is always here to answer your questions! Our Union Office is staffed 365 days a year so please don't hesitate to call with your questions.

(214) 640-4300

During times where a phone call isn't possible or convenient, you can also be connected with a Union Representative via the Chat feature on our 556 App. **Chat Hours: Monday-Friday 0800-2200 CST, Weekends & Holidays 0900-1700 CST.**

Again, welcome to TWU Local 556, the Union of Southwest Airlines Flight Attendants! Fly safely.

In Unity,

TWU Local 556



Table of Contents

TWU Structure	3
TWU Local 556 Committees	4-5
Article 8 - Duty Day	6-9
Article 8 - Canceled Flights	10
Article 8 - Crew Rest	11
Article 8 - FARs	12
Article 9 - Stranded/Unscheduled RON	13
Article 10 - Bidding	14
Article 10 - Overlap	15-17
Article 11 - Reserve	18-25
Article 32 - Attendance Policy	26-28
Article 33 - Commuter Policy	29
YOU and TWU	30
SWA Cities/Provisioning Stations	31
Supplemental Insurance Information	32-33

TWU Local 556 Structure

TWU Local 556 has an Executive Board made up of 26 Flight Attendants that are elected every 3 years and meet monthly to conduct business concerning our Local and its Members. Our President and Financial Secretary-Treasurer work full time in the Union Office, ensuring the smooth day-to-day operation of our Local. We also have a 1st Vice President, 2nd Vice President, Recording Secretary, 9 Board Members at Large (BMAL) and a Domicile Executive Board Member (DEBM) for each base.

Your DEBM is who you should contact when you have questions, comments or concerns regarding situations in your domicile.

There are also elected Shop Stewards in each base who are trained to represent you in the event you are required to attend a Fact-Finding Meeting.

If someone from Management contacts you, ask them, “Could this conversation potentially lead to discipline?” If the answer is “Yes,” say that you would like Union representation and contact the Union Office immediately. Even while on probation, you have rights under our CBA and can call the Union with questions and in need of assistance.

Base	Email	Phone
Atlanta	atl-debm@twu556.org	214-640-4320
Baltimore	bwi-debm@twu556.org	214-640-4308
Dallas	dal-debm@twu556.org	214-640-4309
Denver	den-debm@twu556.org	214-640-4356
Houston	hou-debm@twu556.org	214-640-4310
Las Vegas	las-debm@twu556.org	214-640-4344
Los Angeles	lax-debm@twu556.org	214-640-4365
Nashville	bnas-debm@twu556.org	214-640-4352
Orlando	mco-debm@twu556.org	214-640-4311
Chicago	mdw-debm@twu556.org	214-640-4335
Oakland	oak-debm@twu556.org	214-640-4336
Phoenix	phx-debm@twu556.org	214-640-4314

TWU Local 556 Committees

Our Local has 22+ Standing and Special Committees available to our Members. These committees are made up of Flight Attendants and are intended to assist Members and provide valuable resources. Our Committees include:

- Civil and Human Rights (CHRC)
- Communications
- Committee on Political Education (COPE)
- Education
- Grievance
- Health
- Mobilization/Organizing
- New Hire
- Safety
- Scheduling
- Scholarship
- Shop Steward
- Survey
- Uniform
- Working Women’s Committee (WWC)
- Veterans

*** If you would like to learn more or become an active participant in a TWU Local 556 Committee, visit www.TWU556.org for committee descriptions and contact information. ***

TWU Local 556 Committees

Because of the work we do as Flight Attendants, we have the need for some specialized Committees. Working Members of these Committees are trained to assist us when certain situations arise at work or at home. The following three Committees are co-sponsored by TWU Local 556 and Southwest Airlines and provide Members with **confidential support**. Please program their numbers into your cell phone so you have these resources readily available.

Critical Incident Stress Management (CISM): (214) 640-4380

The CISM Team provides peer support to other Flight Attendants when they have experienced a personal traumatic event or work related accident/incident. These types of events can be anything from a death in flight, emergency landing, decompression, CPR/AED event, physical assault while on duty, attempted hijacking, or any event that can cause a Flight Attendant to experience Post Traumatic Stress or anxiety.

A CISM Team Member is always available to answer your calls, 24 hours a day, 7 days a week.

Professional Standards:

(888) 322-3735 or professionalstandards@twu556.org

Professional Standards provides assistance in resolving duty related conflict between Flight Attendants as well as Flight Attendants and Pilots. For Southwest Airlines Policy conflicts, Professional Standards would cover issues in the Work Rule and Conduct section of the Flight Attendant Manual and Flight Attendant Handbook. Professional Standards does not provide assistance with personal or Trip Trade/Give Away (TT/GA) issues.

The PS hotline and email is checked for messages approximately every 48 hours.

Flight Attendant Drug and Alcohol Program (FADAP):

(214) 640-4307 or (855) 333-2327

FADAP provides peer support to Flight Attendants who are struggling with depression, drug or alcohol addiction. The FADAP help line is available 24 hours a day, 7 days a week. You can also refer a fellow Flight Attendant whom you think might have a problem.

Article 8: Hours of Service Duty Day

Duty Limitations: Restrictions regarding duty days and crew rest that all **ORIGINALLY** scheduled pairings must follow. There are both Contractual and Federal Aviation Regulation (FAR) limitations.

Contractual Duty Day: 10:30 hours—calculated from check-in to end of debrief in domicile; 11:00 into a RON, calculated check-in to end of debrief at the overnight.

Debrief: the 30 minutes following block-in at the end of a duty day.



“There are so many numbers! How do I read my trip sheet?”

All pairings are initially displayed in Central (aka Herb) Time. You can toggle to Local Time by clicking here.

Date	Flight	Depart	Arrive	Eq	Pos	Po
30 Mar	1384	OAK 0535	ABQ 1050	700	122	
30 Mar	1384	ABQ 1120	MCI 1310	700	141	
Rts 1340						
MCI 1540 Hoke: Hilton Kansas City Airport 1-816-891-9000						
31 Mar	197	MCI 0550	DAL 0725	700	109	
31 Mar	197	DAL 0800	AUS 0855	700	94	
31 Mar	197	AUS 0930	MCO 1155	700	139	
31 Mar	197	MCO 1235	MLB 1515	700	134	
Rts 1545						
AUS 1250 Hoke: Hilton Kansas City Airport 1-816-891-9000						
01 Apr	34	AUS 0505	BWI 0630	700	106	
01 Apr	6562	BWI 0745	OAK 1350	700	128	
Rts 1420						

Your pairing's check-in time can be found here.

NOTE: Reschedules and Reserve trips can have less than the one hour from check-in to departure.

Report time to the aircraft is 30 minutes prior to departure for domestic flights and 45 minutes prior to departure for Regulatory Requirement flights, as posted on Flight Information Display Screen (FIDS).

Contract 2024 added this language: "except check-in will be no more than forty-five (45) minutes prior to scheduled departure for working (not deadheading) Flight Attendants on 737 MAX 7 (150 seats), or scheduled -800 aircraft."

NOTE: As of publication, this language has not been implemented.

Article 8: Hours of Service Duty Day

“How do I calculate my duty day? And when do I get extra pay?”

Herb Time														
Date	Flight	Depart	Arrive	Eq	Pax	Position	NI	L	Block	Ground	Meal	Wk Codes	Block	Duty
30 Mar	1389	QAA 1440	MCI 1805	700	136				325	125	5			410
30 Mar	122	MCI 1830	BNA 2055	800	185				125	45				160
30 Mar	122	BNA 2140	DTW 2305	800	57				125	1815				160
Rbs 2335														610 955 18 D
DTW 1715 Hotel: Four Points By Sheraton #1-734-725-8005 Trans: Hotel Shuttle														
31 Mar	3892	DTW 1720	BNA 1855	300	140				135	55				180
31 Mar	3891	BNA 1950	STL 2055	300	133				105	45				120
31 Mar	1528	STL 2140	SAT 2355	700	103				215	1840				260
Rbs 0025														455 735 561 D
SAT 1740 Hotel: Marriott San Antonio Rivercenter #1-210-222-1000 Trans: #1-210-824-3000														
01 Apr	5523	SAT 1805	LAS 2130	700	118				255	120	5			340
01 Apr	DM 2773	LAS 2250	OAK 0815	700	111				0	0				160
Rbs 0045														255 640 500
Total: 1405 2410 1969 T Carry Out: 255 674														

Contractual and FAR Duty day calculated the same and shown here.

Extended Duty Period Compensation

12:01 or greater: Double Time (2.0x) for all flights blocking in after 12 hours on duty.

16:01 or greater: Triple Time (3.0x) for all flights blocking in after 12 hours on duty.

Date	Flight	Depart	Arrive	Eq	Pax	Position	NI	L	Block	Ground	Meal	Wk Codes	Block	Duty
25 Nov	1522	RSW 0522	PIT 0737	700	106				215	322				290
25 Nov	DM 1564	PIT 1059	BWI 1156	7M8	130				0	258	EX			52 120
25 Nov	DM 3339	BWI 1454	SRQ 1723	700	98				0	1213				28 310
Rls 1753														215 1253 974 D

This duty period includes flying after 12:00 on duty. This leg, BWI-SRQ is paid at 2.0x. This additional premium for flights flown over 12:00 is paid above all RIG calculations.

Article 8: Hours of Service Duty Day

Know Your Options:

When a duty day is greater than 12:30 into Domicile or 13:00 into a RON, you are entitled to double the time off spent on duty. For example, if your duty day is 14:00, you would be due 28:00 hours off in base at the end of your pairing. If you had a trip following this one, the choices available are:

- A. be pulled with pay from enough trips to have the 28:00 off; or
- B. fly the trips that would have been pulled for 1.5x pay.

Scheduling will default to option B. To exercise option A, you must call Scheduling within 60 minutes of release from duty after the first pairing.

“Please see my trip below. Does my extended duty day entitle me to additional time off when I get back to base?”



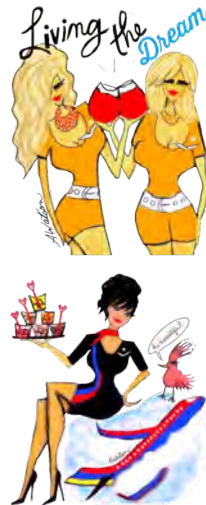
Herb Time														
Date	Flight	Depart	Arrive	Eq	Pax	Position	NI	L	HT	Block	Ground	Meal	Wk Codes	Block
05 May	1389	MCO 0534	DAL 0841	800	172					307	41			360
05 May	1657	DAL 0822	AMA 1028	800	102					106	101			150
05 May	5809	AMA 1120	AUS 1242	800	105					113	1741			160
Rls 1312														526 837 670 30
AUS 1643 Hotel: Renaissance Austin #512-343-2626 Trans: #514-573-1717														
06 May	5453	AUS 0623	HOU 0717	778	86					54	220	EX		110
06 May	2352	HOU 0937	DEN 1208	778	166					231	416			310
06 May	2832	DEN 1624	DSM 1807	700	132					143	1229			200 19
Rls 1837														508 1242 940 F 10
DSM 1128 Hotel: Marriott Downtown #515-245-5500 Trans: Hotel Shuttle														
07 May	5858	DSM 0636	STL 0740	700	86					104	103			120
07 May	3543	STL 0843	DTW 1111	700	71					228	101			280 120
07 May	946	DTW 1212	STL 1442	700	120					230	52			290 110
07 May	544	STL 1534	MCO 1810	700	135					244	0			310 40
Rls 1848														48 1243 1000 270

It does! Your duty day on day 3 is 12:43. When you finish this trip, you are eligible to have double the time off spent on duty. 12:43 x 2 = 25:26. If you have another trip, you can elect to have the number of legs pulled to give you the time off by calling Scheduling within 60 minutes of release from duty -OR- you can fly those legs for 1.5x! It's completely up to you!

Article 8: Hours of Service Duty Day

Irregular Operations (IROPS): Flights that do not operate in accordance with the published schedule because of circumstances such as weather, maintenance delays, cancellations, Crew shortages, misconnects, air traffic control, or similar circumstances within the system, as well as natural disasters, sabotage, hijacking, bomb threat or actual bomb, terrorist attacks, and/or acts of war.

During your interview with Southwest you were more than likely asked, “Are you flexible?” That question comes from the fact that the airline industry is fluid and constantly changing. It is inevitable that snow storms in the winter and hurricanes in the summer will occur and cause issues with our operation. Unfortunately, planes will break, and Crew Members will get injured online. These events all fall under the term “Irregular Operations”. During these times, your duty day can (and likely will!) extend past the Contractual duty limitations.



“Is there a maximum number of hours we can be required to be on duty?”

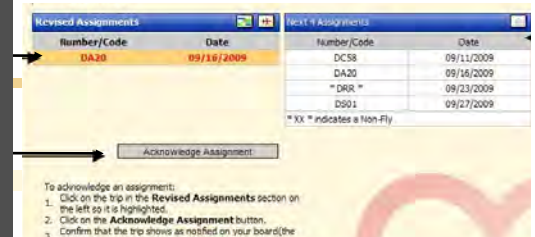
Contractually, we cannot be rescheduled for longer than a 12:30 hour duty day into domicile and 13:00 in a RON. However, if you are legally rescheduled and your pairing runs late, you must continue with the pairing. You will hear the Pilots talk about “timing out” and other Crew Members may mention a “Drop Dead Clause,” but neither of those are included in our Contract. We do have a **fatigue policy**. If you ever deem yourself unsafe to fly or perform required duties due to operational or duty-related factors, please call Scheduling immediately. For more information on the fatigue policy, [reference Article 25.16](#).

Article 8: Hours of Service Canceled/Delayed Flights

*** YOU ARE PAY PROTECTED FOR CANCELED FLIGHTS. ***

If your pairing experiences a cancellation prior to reporting on the first day, there are multiple notification options available! You can contact Scheduling, wait for Scheduling to contact you, or self-acknowledge the change on CWA. If choosing to self-acknowledge a change with a revised report time, you must acknowledge the new assignment **and** the “RPT” bar in order to report at the later time. If you choose not to acknowledge the “RPT” bar, you are required to report at your originally scheduled time.

To self-acknowledge this change, select the revised assignment and then click “Acknowledge Assignment”. If there was another listing for “RPT”, you would acknowledge that as well.



If you are on an overnight and your first flight of the day is posted with a delay, you may contact Crew Scheduling to see whether you can remain at the hotel or need to report to the airport at your originally scheduled time. Your duty day will not start until you report at the airport. If allowed to stay at the hotel, **YOU MUST REMAIN AVAILABLE TO CREW SCHEDULING** (via cell phone or hotel phone).

HELPFUL HINTS:

- If your day is canceled, you are not released from duty until Crew Scheduling has notified you (via phone or self-acknowledged in CWA) of a reschedule or complete cancellation of your pairing.
- If your pairing doesn't have a hotel assignment, keep an eye on the “Trip Remarks”. If your hotel information is not updated by the time you reach your overnight city, contact CHaT NOC (Crew Hotel and Transportation) agents for hotel and transportation assistance.

800-441-7932 > Option 3 (Inflight Information) > Option 4 (CHaT) > Option 1

Article 8: Hours of Service Crew Rest

Crew Rest: Overnight rest period on a pairing

Scheduled Minimum Crew Rest: 11:00 hours (end of debrief to report)

FAR Minimum Crew Rest: 10:00 hours (end of debrief to report)

FAR Illegal Crew Rest: 9:59 hours or less (end of debrief to report)

Domicile Break: Scheduled time off in domicile between assignments

Contractual Domicile Break: 11:30 hours (end of debrief to check-in)

Herb Time														Totals					
<- Click to toggle. ->																			
Date	Flight	Depart	Arrive	Eq	Pax	Position	I	L	MT	Block	Ground	Meal	Wk Codes	Block	Duty	GTP	Credit	Overfl	
Rpt 1250																			
20 Dec	2560	LAS 1250	AUS 1625	700	0					235	45	5					310		
20 Dec	2790	AUS 1710	OAK 2105	700	0					355	35	5					460		
20 Dec	4352	OAK 2140	BUR 2250	700	0					110	1500						130		
Rls 2320																			
Hotel Burbank #818-641-4770 Trans: Hotel Shuttle														740	1630		900		
Rpt 1320																			
21 Dec	6365	BUR 1250	PHX 1525	700	0					135	45						180		
21 Dec	6368	PHX 1610	SJC 1810	700	0					200	1950						230		
Rls 1040																			
															</				

Article 9: Additional Flying Stranded and Unscheduled RON

Reschedule: A reschedule (or reroute) is a change in a Lineholder's pairing made by Crew Scheduling after check-in.

Stranded: Crew Scheduling is unable to return a Flight Attendant to their domicile due to circumstances beyond the Company's control.

Unscheduled Overnight: a reschedule by the Company that results in additional days of flying.

Whether stranded or rescheduled into an unscheduled overnight, Crew Scheduling will return you to base at the first scheduled opportunity (regardless of illegal crew rest) unless you notify them you'd like a later flight.

If stranded, Crew Scheduling can make you work back to base, but you must receive FAR Minimum Crew Rest (10 hours from end of debrief to report) and will receive 2.5x for the flights flown on the extra day.

If on an unscheduled RON, Lineholders cannot be made to work back to domicile. Reserves can be made to work back to base, but must receive FAR Minimum Crew Rest (10 hours from end of debrief to report).

Lineholder Flight Attendant	Reserve Flight Attendant
1.5x for all TFP flown above what was originally scheduled	1.5x for all TFP flown on day off
RIG of 1 TFP for every 3 hour period (1:3) from block-in at the overnight to release at base	RIG of 1 TFP for every 3 hour period (1:3) from block-in at the overnight to release at base
May choose a day off with pay -or- A day to pay an additional .5x. (must be first or last day of an assignment) If no day is chosen, receive 2.0x for DHs on Stranded day back to domicile	May choose a compensatory day off without loss of guarantee (must be first or last day of a block) **All FAs: If you would like to select a CD, you must notify Scheduling of your choice of day (first or last day of a block or assignment only) within 60 minutes of release back in base.

IMPORTANT: A FLIGHT ATTENDANT CANNOT REFUSE A RESCHEDULE.

Article 10: Scheduling/Bidding Bidding

Type of Bid	Bids Posted	Bids Closed	Bid Awards Posted
Primary (Lineholder)	2 nd of every month at 1200 CST	5 th of every month at 1200 CST	6 th of every month by 1200 CST
Secondary (VR Lines & Reserve)	11 th of every month at 1200 CST	14 th of every month at 1200 CST	15 th of every month by 1200 CST

“How do I even go about bidding????”

All bidding (Primary, Secondary, and Recurrent Training) takes place on Crew Web Access (CWA).

SWACrew.com > Bid Input > EBS



“I’m a brand new Flight Attendant. Is it a waste of time to bid for a line during Primary Bidding?”

It's always a good idea to submit a bid during Primary Bidding. For new Flight Attendants, it's a great way to practice using the filters and getting used to the bidding system. It is also smart to get into the habit of bidding so you are less likely to forget. A helpful tip is to always “dream bid” and keep adding lines until you reach your bidding seniority.

“I think I was awarded the wrong line. Is there anything I can do?”

If you believe that you have a valid protest, call Crew Planning before Noon CST on the 7th for Primary Bids and the 16th for Secondary/Reserve Bids.

214-792-4441 -or- Inflight.Planning@wnco.com



Article 10: Scheduling/Bidding Overlap



Overlap is when you have a Contractual and/or FAR illegality between two bid months (i.e. two pairings at the same time or not enough of a domicile break). It is also the **NUMBER ONE** reason Members call the Union office! If after reading through Article 10.10, you still have questions about your individual overlap situation, please call the Union during office hours or use the Chat feature on the 556 App.

Here are some overlap **BASICS**:

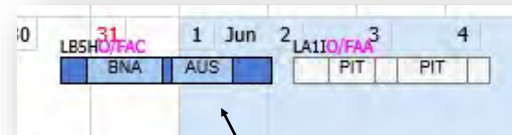
- Scheduling will make all overlap adjustments in the new bid month, unless your option allows otherwise (see Art.10.10.A.2).
- If you alter your schedule, it may result in the loss of overlap options. Trading a trip on the same days for a duration that is equal or greater than the original trip (ex: trading an AM 3-day for a PM 3-day or a 2-day for a 3-day) will maintain original overlap options. Trading down (ex: 3-day for a 2-day) or moving trips to different days will only protect FAR legalities.
- Contractual Legalities:** 48 hours off in a 7 day period (48/7) and a 11:30 hour domicile break (end of debrief to report). **These legalities may be waived.**
- FAR Legalities:** 24 hours off in a 7 day period (24/7) and a 10 hour domicile break (end of debrief to report). **These legalities may not be waived.**
 - IMPORTANT: Both 48/7 and 24/7 are based on a 7 day period, so adjustments may not be made in between bid periods!**

There is language in Article 10.10.K (and Article 11.13.F) that protects you when there is a **Reserve overlap situation and a newly awarded domicile**. If you have an assignment on your screen for the current month and do not have a domicile day off prior to an original assignment in your new domicile, there are Contractual protections.

Article 10: Scheduling/Bidding Overlap Examples

Lineholder to Lineholder (Art.10.10.A)

Overlap from a bid line to bid line, VR line to bid line, or bid line to VR line will be adjusted to maintain either your Contractual or FAR legalities (depending on whether your trips were on original days).



If this FA had wanted to trade the trip in May with another 3-day starting on the 30th, their overlap protections would be in place like it was an **original** trip! (Art.10.10.G)

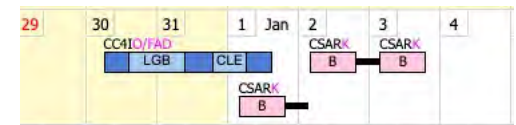
This FA's May trip was original. Because they did not have a FAR legal domicile break, they did not have the option to fly the June pairing for 1.5x. If their June trip did not contain a SIP AND they had received a FAR legal domicile break, this FA could have waived the 48/7 and worked the June trip for 1.5x. (Art.10.10.A.3)



Because the 3-day from December overlaps into the Reserve block beginning on the 1st, the TFP on the 1st will go towards the January Reserve Guarantee. (Art.10.10.B.2.c) Legal Overlap Combinations must be followed and could result in an adjustment (Art.10.10.F)

Lineholder to Reserve (Art.10.9.B)

Overlap adjustments between the Lineholder month to Reserve will be made to keep you Contractual (48/7) or FAR (24/7) legal and may not happen between bid months.

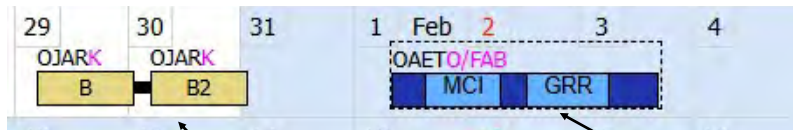


Article 10: Scheduling/Bidding Overlap Examples

Reserve to Lineholder (Art.10.10.C)

Overlap adjustments between Reserve to Lineholder will be made to keep you Contractual (48/7) or FAR (24/7) legal and may not be between bid months.

Overlap pulls will not be made until a Reserve assignment has been given in the current month.



This FA is going from original Reserve (K label) to an original pairing (O label) and needs a Contractual 48/7. Reserve to Lineholder overlap adjustments are made when assigned on Reserve.

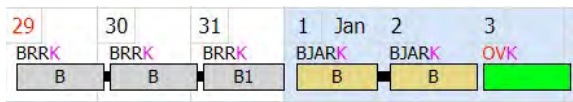
This pairing does not have any SIPs. Once assigned on the Reserve block, Crew Scheduling would go over options for this pairing. If FAR legal, this FA could work the pairing for VJA or have it pulled no pay to receive their 48/7.

This FA had original 3-day blocks of Reserve beginning on December 29th and January 1st. days of original Reserve. The 3rd was pulled because a Reserve can have no more than five (5) days of Reserve in a row. (Art.10.10.D)

Reserve to Reserve (Art.10.10.D)

Overlap adjustments between Reserve to Reserve will be made to keep you Contractual (48/7) or FAR (24/7) legal and may not be between bid months.

Reserve to Reserve overlap adjustments are made by the 19th at Noon Central.



Article 11: Reserve SHIFTED RESERVE

At Southwest Airlines, the Reserve system is based on a month to month rotating basis where the bottom 65% of FAs sit Reserve. Your first assignment as a SWA Flight Attendant will be a pairing... and then for the next 6 months, you will likely sit Reserve. It's really important that you understand how our Reserve system works and what is expected of you. If you have any questions, please don't hesitate to contact the Union Office.



“What are the different types of Reserve?”

SENIOR AM RESERVE (SAR)

- Contact Time: 0300-1100 LOCAL (but no earlier than 0300 Central time).
- Commuters must arrive in domicile the night prior to an SAR Block.
- Assigned pairings must check in no later than 1300 Local time.
- Can be assigned a pairing that checks in between 1301 - 1500 Local time *once per bid period*. Will be paid 1.5x for the first duty period.
- Must be originally scheduled to return to base by 1800 Local on the last day of the Block or pay will be Triple Time (3.0x) for any flight(s) after 1730 Local. **This premium is for scheduled or rescheduled flying, not delayed flights.**
- Not eligible to sit APSB.

JUNIOR AM RESERVE (JAR)

- Contact Time: 0300 LOCAL time -OR- two hours prior to base's first check-in, whichever is earlier until 1500 Local time. But no earlier than 0300 Central on the first day of the block.
- Commuters must arrive in domicile the night prior to a JAR block.
- Assignments must check in no later than 1700 local time.
- Can be given an assignment that checks in between 1701 - 1900 local time *once per bid period*. Will be paid 1.5x for the first duty period.
- Eligible to sit APSB.

Article 11: Reserve SHIFTED RESERVE

SENIOR PM RESERVE (SPR)

- Contact Time: 1000-1800 LOCAL.
- Commuter flight(s) must be scheduled to arrive no later than 0930 local time on 1st day of block.
- Assigned pairings must check in no later than 2000 local time.
- Can be assigned a pairing that checks in between 2001 - 2200 local time *once per bid period*. Will be paid 1.5x for the first duty period.
- Not eligible to sit APSB.

JUNIOR PM RESERVE (JPR):

- Contact Time: 1000-2200 LOCAL.
- Commuter flight(s) must be scheduled to arrive no later than 0930 local time on 1st day of block.
- Any assignment must be scheduled to check-in no later than 2400 Local.
- Can be given an assignment that checks in between 0001-0200 local time *once per bid period*. Will be paid 1.5x for the first duty period.
- Eligible to sit APSB.

JUNIOR LATE RESERVE (JLR):

- Contact Time: 1500-0259 LOCAL.
- Commuter flight(s) must be scheduled to arrive no later than 1430 local time on 1st day of block.
- Any assignment must be scheduled to check-in no later than 0500 Local
- Can be given an assignment that checks in between 0501 - 0700 local time *once per bid period*. Will be paid 1.5x for the first duty period.
- Eligible to sit APSB.



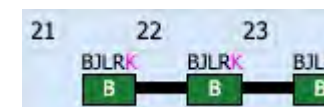
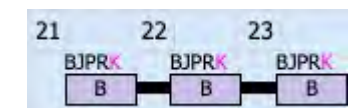
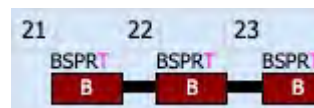
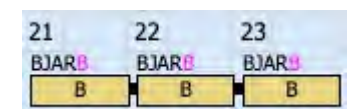
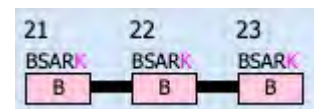
Article 11: Reserve SHIFTED RESERVE



All Reserve Designations

- Must be within 2 hours driving distance of Base during Contact Hours - failure to do so will result in termination.
- Will be given 2 hours notice for assignments.
- Are responsible for being onboard the aircraft in full uniform within 2 hours of notification.
- Can only be called by Scheduling during Contact Time and will be paid 2x for any assignment given during a call made outside of Contact Time.
- Will be paid 1.5x for the first duty period of an assignment that checks in between 2:01 and 4:00 after Contact Time ends. Once a Reserve has been given and worked such an assignment they can decline any other assignments that check in more than 2:00 after Contact Time ends for the remainder of the bid period.
- Can decline any assignment that checks in more than 4:00 after their Contact Time ends. If a Reserve chooses to accept such an assignment they will be paid 2x for the entire assignment.
- Cannot be assigned any flight(s) including Red-Eyes that are scheduled to return to domicile later than 0259 local time on the last day of a block.

Here are what the different Reserve blocks look like in CWA:



Article 11: Reserve Self-Assignment

SENIOR AM RESERVE (SAR): Beginning at 1800 Local the day before, SAR may self-assign trips that check-in at or before 0959 Local. Scheduling can begin assigning trips at 1900 Local.

JUNIOR AM RESERVE (JAR): Starting at 1830 Local the night before, JAR may self-assign trips that check-in at or before 0559 Local. Scheduling can begin assigning trips at 1900 Local.

SENIOR PM RESERVE (SPR): Starting at 2200 Local the night before, SPR may self-assign trips that check-in at or after 1000 Local. Scheduling can begin assigning trips at 2300 Local.

JUNIOR PM RESERVE (JPR): Starting at 2230 Local the night before, SPR may self-assign trips that check-in between 1000 and before 1159 Local. Scheduling can begin assigning trips at 2300 Local.

JUNIOR LATE RESERVE (JLR): Starting at 2230 Local the night before, SPR may self-assign trips that check-in between 1500 and before 1659 Local. Scheduling can begin assigning trips at 2300 Local.

Self-Assignment Rules:

- You can only self-assign when the number of trips in Open Time exceeds the maximum allowed per day in your given base. (ex: In OAK the current max number of trips allowed in Open Time is 6. An OAK Reserve can only self-assign a trip if there are 7 or more trips in Open Time.)
- After 0300 Local time, all pairings may be self-assigned regardless of how many are in Open Time.
- You may only self-assign a trip from the base in which the Reserve block corresponds.
- Self-assigned trips must be the same number of days you are good for contact.
- You must call Scheduling to self-assign a trip with a report time of less than 2 hours.
- You must remain available to Scheduling during contact hours until you check-in for an assignment... even if you self-assign!**

Article 11: Reserve RDV

“What is RDV?”

Relative Daily Value (RDV) is a calculation used to compare your month to date TFP already worked with your remaining monthly Reserve guarantee.

Block/Month Guarantee -TFP flown towards Block/Month Guarantee - (Days left in the Block/Month x 6.5) = RDV

This formula helps to ensure that Reserves are evenly used throughout the month.

“How does RDV affect where I am placed on the Reserve Report?”

RDV is used in conjunction with Pass/Fly Preference and Seniority to determine placement on the Reserve Report.

The Reserve Report is ordered:

- Flight Attendants with a 0 or positive RDV and “Fly” preference in seniority order.
- Flight Attendants with a 0 or positive RDV and “Pass” preference in reverse seniority order.
- Flight Attendants with a negative RDV in order of RDV (if two Reserves have the exact same negative RDV, the Pass/Fly and Seniority will come into play).

Reserve Report for Unassigned Crew

BNA Unassigned Reserves for 1-Jan-2025

# to go	ID	Sen	Name	Lang	Code	Days	RDV	Pref	AS1	UAC	Start	Pref
1					NJAR	3	0	F--	0	0	1435	--
2					NJAR	3	0	F--	0	0	0300	--
3					NJAR	3	0	F--	0	0	0300	--
4					NJAR	3	0	F--N	0	0	0300	--
5					NJAR	3	0	P--	0	0	0300	--
6					NJAR	3	0	P--	0	0	0300	--
7					NJAR	3	0	P--	0	0	0300	--
8					NJAR	3	0	P--	0	0	0300	1
1					NJAR	2	0	F--	0	0	0300	--
2					NJAR	2	0	F--	0	0	0805	--
3					NJAR	2	150	P--N	1	0	0300	--
4					NJAR	2	52	P--	0	0	0725	--
5					NJAR	2	650	P--	0	0	0300	--
6					NJAR	2	93	F--	0	0	0805	--
7					NJAR	2	-115	PY	0	0	0400	--

Article 11: Reserve General Questions and Class I Section 17

“How much time will Crew Scheduling give me to report?”

You will have **AT LEAST 2 HOURS** to report (check-in or report directly to gate, called a “gate check”). Scheduling will sometimes give you more, but it is not required.

“What if I miss a call from Crew Scheduling?”

You will have **20 MINUTES** to return Crew Scheduling’s call. If you self-notify on CWA, you do not have to call Crew Scheduling back.

Keep In Mind: The 2 hour report time is from the initial phone call.

“What if I don’t return Scheduling’s call within 20 minutes?”

If you don’t return the call within 20 minutes, you are assessed an Unable to Contact (UTC). However, if you call back after the 20 minutes and can still make the original assignment, the UTC will be converted to a Failure to Report (FTR). If you return their call, cannot make the original check-in and have 6 hours or more left on your contact time, you **WILL** go back on the Reserve report, can be used, and will still accrue the 2.5 points for the UTC.

“If I get an assignment, can I turn my phone off?”

NO! You must remain available to Scheduling until you check-in.

“What do I need to do at the end of my assignment?”

Every Reserve **MUST** call Scheduling to be released at the end of the an assignment. Failure to do so can result in a No Show. If you have another day of Reserve immediately following, you should ask Scheduling your “good for contact time.”

****VERY IMPORTANT!****

As a Reserve, even if you have been given an assignment or self-assigned, you are liable for contact until you check-in. **YOU MUST BE WITHIN 2 HOURS DRIVING DISTANCE FROM YOUR BASE DURING CONTACT HOURS.**

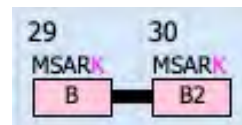
Scheduling can change your report time/trip during contact hours. If you are not in base during the hours you are good for contact, it is considered a Class I Section 17 offense and you could be terminated.

Article 11: Reserve End of Month Liability and Combinability



“I was awarded a Reserve line that had a single day of Reserve on the last day of the month. Is there anything I should know about that one day?”

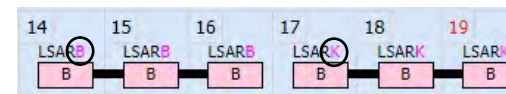
All Reserve blocks are currently three days in duration unless broken up for legalities (overlap, stranded, etc.). The block at the end of the month is no different. Notice the “B3”? That shows that on the 30th, you are liable for an assignment for up to 3 days! Keep in mind that if you are not assigned flying that carries over into the new month, you are done with your Reserve obligation when the last flight departs from your base on the 30th and will not be on call on the 1st. (Article 11.13.A)



“What does ‘B2’ mean on the 30th???”

In this example, you are good for up to a 3-day assignment on the 29th. On the 30th, you are good for up to a 2-day assignment (thus the B2). If you are not given an assignment that carries over into the new month by the time the last flight departs from your base on the 30th, you are released from your Reserve obligation. (Article 11.13.A)

“I’ve heard about Scheduling automatically combining Reserve blocks. Can they do that with these two blocks?”



No. Scheduling can automatically combine two blocks of Reserve with the same designations (K, T or B) for an assignment up to 4 days. **If the designations are different (like the example here), then they cannot be automatically combined by Scheduling.** You can choose to combine the 2 blocks if you would like to be kept out. **Keep In Mind: Your Reserve designation has nothing to do with the type of Reserve (SAR/JAR/SPR/JPR/JLR).**

Article 11: Reserve Commuting

All Flight Attendants, including Reserves, have the ability to utilize the Commuter Policy when attempting to get to work. Reserves have a specific set of requirements in order to be covered by the Article 33. It is important to follow these requirements due to the Class 1.17 Work Rule that affects Reserves. Keep in mind, the Commuter Policy only applies to the first day of a Reserve's block. Reserves must list and present for flight(s) scheduled to arrive :30 prior to their Contact time.

- SAR and JAR must commute in the night prior.
- SPR and JPR flight(s) must be scheduled to arrive no later than 0930 Local.
- JLR flight(s) must be scheduled to arrive no later than 1430 Local.

“If I don’t get used on my last day of Reserve, when can I commute home?”

- SAR after 1100 Local.
- JAR after 1500 Local.
- SPR after 1800 Local –OR– after the last scheduled Round trip has departed from domicile, whichever is earlier.
- JPR after 2200 Local –OR– after the last scheduled Round trip has departed from domicile, whichever is earlier.
- JLR after the last scheduled Round trip has departed from domicile.

“I have a B2/B3 on the last day of the month, and I haven’t been used. When can I commute home?”

- SAR and JAR can commute once contact time has ended (1100 Local/1500 Local respectively).
- SPR, JPR and JLR can commute once contact time has ended –OR– after the last scheduled flight of the day has departed, whichever is earlier.



Article 32: Attendance Policy

The Point System

Southwest Airlines and TWU Local 556 have a no-fault attendance policy established through the Contract (or CBA). Flight Attendants will receive discipline for chargeable occurrences based on the following schedule:

0 - 4.5 points	No action taken
5.0 - 6.5 points	Counseling
7.0 - 9.0 points	Written Warning (sent via wnco email account)
9.5 - 11.5 points	Final Warning (Possible Termination)
12.0 points	Termination of Employment

Remember, it is YOUR RESPONSIBILITY to know your point status.

“What do I do if I’m not feeling well enough to work?”

You are required to call Crew Scheduling or utilize the Electronic Report Sick (ERS) Feature to report your illness as soon as you know you are sick. In order to give Crew Scheduling adequate time to cover the operation, you must report sick **AT LEAST 2 HOURS BEFORE YOUR SCHEDULED CHECK-IN**. If you do not report sick within that timeframe, you will be assessed extra points that cannot be removed with a Doctor’s Note or Personal Illness Note (PIN). Crew Scheduling will then pull you from your trip, a single day of Reserve or the entire Reserve block.

In addition, the ERS Feature has parameters to meet in order to utilize it for reporting a sick call. ERS will NOT be available if:

- You are currently on a trip.
- You checked in for the specific trip.
- You have an assignment over a Reserve block on your board.
- You have an assignment check-in time greater than 48 hours –OR– less than two (2) hours (four hours for Satellite base pairings).

You may submit a Doctor’s note or PIN one (1) time during a calendar quarter to excuse an absence due to illness and not accrue points.

Article 32: Attendance Policy

“Where is ERS available?”

ERS is available in both [CWA/CrewView](#) and [CrewHub](#).

“How does ERS work for Reserve?”

The same criteria regarding time applies to both Reserves and Lineholders. ERS is available between two (2) and 48 hours before the start of the Reserve block, **UNLESS** an assignment has been given.

If you are reporting sick for Reserve, please ensure you confirm on your schedule the number of days you were reporting sick for. When in doubt, you can contact Crew Scheduling to double check.

“What if ERS is not available?”

You are still able to call in sick to Crew Scheduling. It is important for you to report your illness in a timely manner in order to avoid accruing additional attendance points that cannot be removed with a Doctor’s Note or PIN.

“When do I have to turn in my Doctor’s note or PIN?”

You must submit your Doctor’s Note or PIN to Attendance & Leave via SWALife or an Inflight Supervisor within 7 working days from the last day of your absence or before the end of your next pairing, **WHICHEVER IS SOONER**.

“Are there any dates that I can’t use a PIN?”

Yes. There is a list of PIN Blackout Dates under Art.32.5.b.v. Your quarterly PIN can be used for an absence of up to 7 consecutive days. However, an absence for a pairing or Reserve block that starts on or overlaps a blackout date cannot be excused with a PIN. The Black Out Dates:

New Year’s Day (January 1st)	Labor Day
Valentine’s Day (February 14th)	Thanksgiving Day
Easter Sunday	The Friday after Thanksgiving Day
Memorial Day	Christmas Day (December 25th)
Independence Day (July 4th)	New Year’s Eve (December 31st)

Article 32: Attendance Policy

“What is an MBL?”

MBL stands for Might Be Late... and it means exactly what it says, that you might be late for your check-in at base. We are allowed one (1) **FREE MBL** each calendar quarter (meaning you do not accrue points) and one (1) **BONUS MBL** per year. The first time each quarter you call to MBL, Scheduling will automatically apply the FREE MBL. If you have to call in late again in the same quarter, you must stipulate that you would like to use your BONUS MBL. After you use your FREE and BONUS MBL, you will accrue 0.5 points for each additional MBL you use.

“I ran into traffic and MBL’d for my pairing. When do I have to be at the airport and what am I required to do once I make it to the gate?”

When using an MBL, you are required to report to the airplane fifteen (15) minutes prior to scheduled departure for domestic flying and forty-five (45) minutes prior to scheduled departure for Regulatory Requirement flights. When you reach the aircraft, you must use the jetway phone to notify Scheduling of your arrival. Failure to do so may result in a No Show. Your duty day will begin at scheduled check-in time or actual check-in time, whichever is later. (Article 8.2.A.1.d)

“Can I MBL for APSB?”

Yes, you can. But keep in mind, if Scheduling has already assigned you a flying assignment within an hour of your APSB check-in, and you cannot make it in time without causing a delay, you will be considered a No Show and receive 2.5 points. (Article 32.12.B)



Article 33: Commuter Policy

A commuter is a Flight Attendant who travels into a SWA Crew Base to begin their pairing or Reserve obligation. This includes those that live in a city other than their base - AND - Flight Attendants who are in another city (domestic or international) for other personal reasons, such as vacation. The Commuter Policy protects anyone commuting on SWA or offline carriers when the flight is full, delayed, canceled and weight restricted.



To use the Commuter Policy, a Flight Attendant must be listed and present for one (1) SWA flight or two (2) consecutive flights on an offline carrier(s) and must be scheduled to arrive into the SWA domicile of their assignment:

- Lineholder: One (1) hour before your scheduled check-in time.
- Reserve: Thirty minutes before your scheduled contact time on the **FIRST DAY OF YOUR BLOCK.**

“I got to the airport, checked in at the gate and my commuter flight from SEA to OAK is full. What do I do?”

Notify Crew Scheduling as soon as you know that you will be unable to make your commuter flight. Crew Scheduling will then work through the options outlined in Art.33.1.A.1-6 for Lineholders and Art.33.1.B.1-4 for Reserves. The Commuter Policy is in place to protect commuting Flight Attendants from getting a No Show and accruing 2.5 points for situations that prevent them from getting to base.

“Do I have to sign up for the jumpseat if it’s available?”

Yes. You must make every reasonable effort to get to base for your assignment.

“I’m commuting in for Recurrent Training and can’t get on my flight. Am I covered under the Commuter Policy?”

No. The Commuter Policy is for flying assignments only. It will not cover for any mandated FAA or Company training.

Your Rights as a Member of TWU Local 556

Our Union is governed by the TWU International Constitution and our Local Bylaws, both of which can be found on www.TWU556.org. Per our Bylaws, three Membership Meetings must be held each year. The dates and times of the meetings are posted at least 45 days prior to the meeting dates. These meetings are chaired by Members of the Executive Board and cover the state of our Local. Financials, New Business and issues concerning the Membership are discussed. As a Probationary Flight Attendant, you are able (and encouraged!) to attend all Membership Meetings, but you will not be able to cast a vote on any motions.

TWU Local 556 is a Membership driven organization. We rely upon our Members to participate and be involved in our Union. As a Member of an organized Labor group, you are protected under the work rules that have been negotiated in our Contract.

In order for the Union to function, each Member pays monthly dues. These dues are used to run the Union Office, conduct Membership Meetings, provide Member services and, most importantly, negotiate and enforce our Contract.

AS A UNION MEMBER:

- You can attend Union Meetings.
- You should contact the Union Office with questions. The Office Staff is available 365 days a year.
- You have the right to file a Grievance.
- You are entitled to representation at any mandatory meeting with Management.
- And more...

There is no Union without U and I. Resolve to get involved!

Southwest Airlines Cities and Codes

ABQ Albuquerque, NM	EUG Eugene, OR	MBJ Montego Bay, Jamaica	PWM Portland, ME
ALB Albany, NY	FAT Fresno, CA	MCI Kansas City, MO	RDU Raleigh/Durham, NC
AMA Amarillo, TX	FLL Fort Lauderdale, FL	MCO Orlando, FL	RIC Richmond, VA
ATL Atlanta, GA	GCM Grand Cayman, Cayman Islands	MDW Chicago, IL (Midway)	RNO Reno, NV
AUA Aruba, Aruba	GEG Spokane, WA	MEM Memphis, TN	ROC Rochester, NY
AUS Austin, TX	GRR Grand Rapids, MI	MHT Manchester, NH	RSW Ft. Myers, FL
BDL Hartford, CT	GSP Greenville, SC	MIA Miami, FL	SAN San Diego, CA
BHM Birmingham, AL	HAV Havana, Cuba	MKE Milwaukee, WI	SAT San Antonio, TX
BNA Nashville, TN	HDN Steamboat Springs, CO	MSP Minneapolis, MN	SAV Savannah, GA
BOI Boise, ID	HNL Honolulu, HI	MSY New Orleans, LA	SBA Santa Barbara, CA
BOS Boston, MA	HOU Houston, TX (Hobby)	MTJ Montrose, CO	SDF Louisville, KY
BUF Buffalo, NY	HRL Harlingen, TX	MYR Myrtle Beach, SC	SEA Seattle, WA
BUR Burbank, CA	IAD Washington, D.C. (Dulles)	NAS Nassau, Bahamas	SFO San Francisco, CA
BWI Baltimore, MD	ICT Wichita, KS	OAK Oakland, CA	SJC San Jose, CA
BZE Belize City, Belize	IND Indianapolis, IN	OGG Maui, HI	SJD Los Cabos, MX
BZN Bozeman, MT	ISP Long Island/Islip, NY	OKC Oklahoma City, OK	SJO San Jose, Costa Rica
CHS Charleston, SC	ITO Hilo, HI	OMA Omaha, NE	SJU San Juan, PR
CLE Cleveland, OH	JAN Jackson, MS	ONT Ontario, CA	SLC Salt Lake City, UT
CLT Charlotte, NC	JAX Jacksonville, FL	ORD Chicago, IL (O'Hare)	SMF Sacramento, CA
CMH Columbus, OH	KOA Kona, HI	ORF Norfolk, VA	SNA Orange County, CA
COS Colorado Springs, CO	LAS Las Vegas, NV	PBI West Palm Beach, FL	SRQ Sarasota, FL
CRP Corpus Christi, TX	LAX Los Angeles, CA	PDX Portland, OR	STL St Louis, MO
CUN Cancun, MX	LBB Lubbock, TX	PHL Philadelphia, PA	TPA Tampa, FL
CVG Cincinnati, OH	LGA New York, NY (LaGuardia)	PHX Phoenix, AZ	TUL Tulsa, OK
DAL Dallas, TX (Love Field)	LGB Long Beach, CA	PLS Providenciales, Turks and Caicos	TUS Tucson, AZ
DCA Washington, D.C. (Reagan International)	LIH Lihue, HI	PIT Pittsburgh, PA	VPS Destin/Fort Walton Beach, FL
DEN Denver, CO	LIR Liberia, Costa Rica	PNS Pensacola, FL	
DSM Des Moines, IA	LIT Little Rock, AR	PSP Palm Springs, CA	
DTW Detroit, MI	MAF Midland, TX	PUJ Punta Cana, DO	
ECP Panama City Beach, FL		PVD Providence, RI	
ELP El Paso, TX		PVR Puerto Vallarta, MX	

*** SWA City List as of December 2024 ***

Provisioning Stations

ATL	AUS	BNA	BWI	DAL
DEN	FLL	HNL	HOU	LAS
LAX	MCI	MCO	MDW	OAK
OGG	PHX	SAN	SJC	SMF
STL	TPA	Don't Forget: G7 Galleys are only provisioned on originating flights in a provisioning city!		



Voluntary Insurance offered through
TWU Local 556
through payroll deduction

As a Member of TWU 556, the Union for Southwest Airlines Flight Attendants, you have the opportunity to apply for personal insurance products. These benefits can enhance your current benefits portfolio and be customized to fit your needs. Supplemental insurance through TWU Local 556 can also provide you :

- With most products, coverage available for you and your family.
- The convenience of premium payments through payroll deduction.
- The ability to take most policies with you if you change jobs or retire.

Unum ON/OFF Job Short-term Disability Insurance - Replaces a portion of your income if you become disabled due to an injury or sickness. A 6/12 pre-existing condition exclusion clause applies.

Unum Accident Insurance - Pays a set benefit amount based on the type of injury and treatment you receive. It covers accidents that occur on and off the job. Includes an annual wellness benefit for covered insureds.

Unum Critical Illness Insurance - Pays a lump sum benefit payment when diagnosed with a critical illness as defined by the policy. This product also includes a cancer benefit for breast cancer as well as a \$500 skin cancer benefit. An annual wellness benefit is available to all covered insureds.

Unum Term Life Insurance - Helps you protect your family's financial security even if you can not always be there for them. You choose your beneficiary. You may purchase it for yourself and your spouse. Spouse coverage amount may not exceed more than 100% of the amount you purchase.

Colonial Life Cancer Insurance - Even the best major medical insurance probably doesn't cover all the out-of-pocket costs related to cancer treatment. Cancer insurance can help cover some of the expenses related to the treatment of cancer, daily living expenses, and routine cancer screenings to help with early detection. If you or a family member are diagnosed with cancer, let Colonial's cancer insurance help fund your fight.

Colonial Life Hospital Confinement Indemnity (also known as Medical Bridge Insurance) - You can receive benefits for a covered accident or illness when admitted to the hospital. Annual wellness benefits and diagnostic procedure benefits are also included.

Legal Shield and ID Theft - Legal Shield provides legal assistance and protection against identity theft.

5 Star Permanent Life insurance to age 121 - premiums do not increase as you age. You can purchase up to \$150,000 for you or your spouse/domestic partner. Spouse/Domestic Partner coverage is independent of member coverage. Guaranteed issue is available up to specific amounts.

Benefits Me - Voluntary benefit that helps you purchase products using payroll deduction without a credit check and up to twelve months interest-free to pay for the purchase. Visit shop.benefitsme.com.

To enroll, call the Supplemental Service Center within 30 days of completing your six month probationary period:

1-800-768-6219 M – F 8 am to 5 pm CST

Voluntary Insurance FAQs:

What is the Supplemental Insurance Service Center? It has been established as a dedicated customer service center designed to assist you with enrollments, answer policy questions, help with billing questions, and assist with claims. You can get assistance with any questions related to your supplemental benefits year-round.

How do I contact the Supplemental Insurance Service Center? By phone 1-800-768-6219, by fax 1-800-768-6219 (same as phone number), and by email csn@twuservice.com.

Where can I view my benefits and policy information? Go to the twu556.org website under the resources tab, then the supplemental insurance tab, or visit www.twuservice.com.

If I miss a month of work and do not have enough to pay my policy premiums out of my check, who do I make payments to for my policy premiums? If a payroll deduction payment is missed, you will receive an email from Paylogix. Paylogix is the third-party billing company that collects and disperses your premiums to the proper insurance carrier. Emails will be automatically sent around the end of the month if you missed a payroll deduction. The email will contain a link to view your balance and any missed deductions and make a payment. If you get more than 90 days past due in premiums, your policies will lapse for non-payment. So pay close attention to those emails.

Who are the Supplemental Insurance carriers? Unum Group provides most of the coverage, along with Colonial Life, 5 Star Insurance, and Legal Shield. All are trusted names in the insurance industry, known for their reliability and commitment to customers.

Can I change my salary for my Short-term disability policy during the year? No, you may report your salary using your prior year's W2 or last payslip of the year during the annual open enrollment, to select your benefit amounts. Open enrollment is typically January/February, with a March 1 coverage effective date. Salary information is only obtained from you, the insured. This is not a Southwest Airlines benefit and salary information is not provided by them.

Can I apply for Short-term disability coverage during the year? Yes, however, the application will have health questions that need to be answered and then approved by Unum's underwriting department before coverage begins. The 6/12 pre-existing condition clause will still apply.

Is my Short-term disability for on-the-job injuries or sicknesses? Yes, effective 3/1/2025, all policies will have an on-the-job benefit. On-the-job benefit amounts will be offset by any OJI payments you receive.

Will I receive a certificate of insurance in the mail for my policies? No, these are group policies, and individual certificates are not mailed. You can find additional policy information on the service website at www.twuservice.com or by registering with the carrier through the links provided on the website.

Supplemental Insurance Service Center

1-800-768-6219

**Monday – Friday
8 am to 5 pm CST**