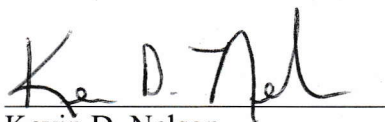


MEMORANDUM OF UNDERSTANDING

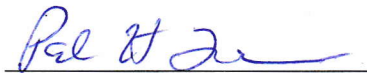
Salt Lake City Fiduciary Hub – Change in Work Credit for location unknown

The following constitutes an agreement between the Department of Veterans Affairs, Veterans Benefits Administration (VBA) and the American Federation of Government Employees (AFGE), AFL-CIO National Veterans Affairs Council (NVAC) #53, (Union) regarding Salt Lake City Fiduciary Hub - change in work credit of location unknown.

1. In those instances where the field examiner is unable to conclusively determine a beneficiary's location, the BFFS master record will remain open.
2. The field examiner shall receive excluded time for time spent on making the location unknown determination, within reason, as supported by documentation outlining the steps taken. Employees who have the excluded time denied or the amount reduced will be provided the reasons in writing.
3. Management will not hold employees accountable for factors or extenuating circumstances which affect performance that are beyond the employees' control.
4. After implementation, if either party is made aware of issues that may adversely affect employees, both parties agree to discuss the issues and work to mutually resolve the issues for the employees. Should discussions not resolve the issues, the parties will implement the negotiating process.
5. Management shall provide a copy of this MOU to the Local President and/or designee at each NVAC AFGE local within 10 days of the date this MOU is signed.



Kevin D. Nelson
For the Agency



Paul H. Fleming
For AFGE/NVAC

05/09/18

Date