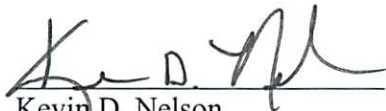


MEMORANDUM OF UNDERSTANDING

Pension & Fiduciary (P&F) Service Appeals National Quality Checklist

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 the Pension & Fiduciary (P&F) Service Appeals National Quality Checklist.

1. This checklist will not be used in calculating an employee's performance standard. Management will separately notify AFGE of any changes to the quality checklist associated with any position's performance standards.
2. 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.
3. Nothing in this MOU impairs Management's right to change the Pension & Fiduciary (P&F) Service Appeals National Quality Checklist nor the Union's right to negotiate procedures and appropriate arrangements.
4. Management shall provide a copy of this MOU to the local president and/or designee at each AFGE local within 10 days of the date this MOU is signed.


Kevin D. Nelson
For the Agency


Paul H. Fleming
For AFGE/NVAC

05/01/19
Date