

**MEMORANDUM OF UNDERSTANDING
BETWEEN THE
NATIONAL AIR TRAFFIC CONTROLLERS ASSOCIATION
AND
THE FEDERAL AVIATION ADMINISTRATION**

This Agreement is made by and between the National Air Traffic Controllers Association (“NATCA” or “Union”) and the Federal Aviation Administration (“FAA” or “Agency”), collectively known as the “the Parties.” This Agreement represents the full and complete understanding of the Parties regarding the implementation of two-factor authentication for access to Employee Express.

Section 1. BUEs may utilize the two-factor authentication activated on October 20, 2021, to access Employee Express on personal devices (e.g., cell phones, laptop computers) outside of an FAA facility, without going behind the Agency’s firewall.

Section 2. For sixty (60) days following the execution of this Agreement, BUEs who are not reporting to a facility/office and do not have access to government furnished equipment may utilize the points of contact (POCs) listed in Appendix 1 for assistance with matters housed within Employee Express.

Section 3. BUEs on long-term leave may utilize the POCs listed in Appendix 1 for assistance with matters housed within Employee Express for up to sixty (60) days following their return to duty.

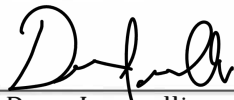
Section 4. BUEs will not be required to use their FAA.gov email accounts to set up two-factor authentication or routinely access Employee Express.

Section 5. This Agreement does not constitute a waiver of any right guaranteed by law, rule, regulation, or collective bargaining agreement (CBA) on behalf of either Party.

Section 6. This Agreement shall remain in full force and effect for the duration of the Parties’ CBAs, or until all matters are resolved by the parties, unless modified by mutual agreement of the Parties.

Signed this 25th day of October 2021.

For NATCA:

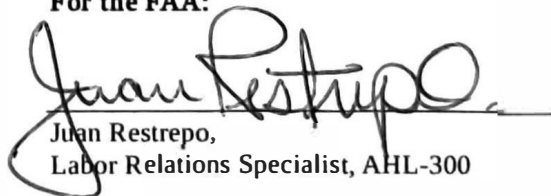


Dean Iacopelli
Chief of Staff



Nicole Vitale
Director of Labor Relations

For the FAA:



Juan Restrepo,
Labor Relations Specialist, AHL-300

Appendix 1

For changes to Federal Employee Health Benefits (FEHB), Federal Employees' Group Life Insurance (FEGLI), and Thrift Saving Plans/Roth, BUEs should contact the Benefits Operation Center:

- 9-ACE-FAA-BENE@faa.gov
- (855) 322-2363

For all other changes (listed below) or for a copy of the Leave and Earnings Statement, BUEs should contact the following, based on their region:

- Alaska: Oklahoma City Shared Services Center (9-AMC-AMH-HR-SSC@faa.gov)
 - Central: Oklahoma City Shared Services Center (9-AMC-AMH-HR-SSC@faa.gov)
 - Eastern: Kevin Brown (kevin.brown@faa.gov)
 - Great Lakes: Oklahoma City Shared Services Center (9-AMC-AMH-HR-SSC@faa.gov)
 - Northwest Mountain: Oklahoma City Shared Services Center (9-AMC-AMH-HR-SSC@faa.gov)
 - New England: Lorraine Humphrey (Lorraine.humphrey@faa.gov)
 - Southern: Lorraine Humphrey (Lorraine.humphrey@faa.gov)
 - Southwest: Oklahoma City Shared Services Center (9-AMC-AMH-HR-SSC@faa.gov)
 - Western Pacific: Kevin Brown (kevin.brown@faa.gov)
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- Headquarters: Kenya Harper (kenya.harper@faa.gov)
 - Mike Monroney Aeronautical Center: Oklahoma City Shared Services Center (9-AMC-AMH-HR-SSC@faa.gov)
 - William J. Hughes Technical Center: Kenya Harper (kenya.harper@faa.gov)

Examples of changes appropriately routed to the above contacts include:

- Direct Deposit
- Discretionary Allotment
- Federal Tax (W4)
- Financial Allotment
- Health Savings Allotment
- Home Address
- State Tax
- Earnings and Leave Summary

BUEs should put the type of request in the subject line. For example, if they need to change their direct deposit information, put "EEX Direct Deposit Update needed" or if they are requesting a copy of their Earnings and Leave Statement, put "LES Request" in the subject line.