

## TRANSPORT WORKERS UNION LOCAL 555

REPRESENTING THE RAMP, OPERATIONS, PROVISIONING, AND FREIGHT AGENTS OF SOUTHWEST AIRLINES TWU555.ORG • 1341 W MOCKINGBIRD LANE STE 1050E DALLAS, TX 75247 • 1.800.595.7672

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Brothers and Sisters,

We have recently discovered an issue concerning the production quality of the challenge coins that were issued to some of our veteran members. Unfortunately, an error resulted in the coins not meeting the standards we have set for honoring your service and commitment.

It is with deep regret that any coins were distributed before this issue was identified and corrected. These coins are meant to symbolize our respect and appreciation, and it is unacceptable that the final product fell short of that intention.

We are actively working with a new production partner to manufacture an appropriate version of the challenge coin. All veteran members that received one of the affected coins will receive a replacement coin that properly reflects the honor and recognition you deserve.

Your patience and understanding are appreciated as we take the necessary steps to make this right.

In solidarity,

Alle Villaule

Abilio Villaverde TWU 555 President