



TRANSPORT WORKERS UNION LOCAL 555

REPRESENTING THE RAMP, OPERATIONS, PROVISIONING, AND FREIGHT AGENTS OF SOUTHWEST AIRLINES
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June 7, 2025

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Brothers and Sisters,

The Company has recently notified the membership that all Spouses or Partners who receive benefits through an employee must be verified to maintain their benefits eligibility. This process is being conducted via a 3rd party, WorkPerks, and states that our members must submit specific federal documentation, that may not be available to all members, to verify their spouse/partner by June 30, 2025.

The documents that the Company has provided regarding this process state that questions should be directed to WorkPerks to contact a “dependent eligibility expert;” however, these same documents fail to state what to do if the strict requirements that the Company has provided are not able to be met. When our Local Executive Board pressed this concern with the Company, the only reply we received was that any member that had questions was to direct them to WorkPerks and have a case opened to address individual circumstances or concerns.

The Local Executive Board would like to reiterate that we do not condone this frantic action taken by the Company, punishing the whole with the alleged goal of removing spouses/partners that are receiving benefits who are not eligible. It is obvious that this process is a haphazard attempt to save money on premiums at the expense of the families of their own employees. We urge anyone who has questions or is in a circumstance that would make it difficult to attain all of the appropriate documentation to reach out to the WorkPerks department as soon as possible.

Via chat: launch **WorkPerks**, then select the Sofia icon, then type "**Live Chat.**"

Via email: launch **WorkPerks** and click **Help**.

Via phone: dial (877) 792-4792 and say "benefits" or press 2, then say "health and wellness" or press 1.

Via mobile app: on your mobile device, go to **workperks.swalife.com**, click **Access the App**, and follow the instructions.

We are dedicated to ensuring that our members receive the benefits that they have earned and encourage all members to take the actions necessary now to ensure there is no lapse in coverage.

In Solidarity,

TWU Local 555 Executive Board