



Turbulence



Fall 2008 - MEC News for Air Wisconsin Flight Attendants -

Volume 3, Issue 2

Negotiations Update

As of October 1, 2008 the collective bargaining agreement (contract) between AFA and Air Wisconsin (ARW) management became amendable. What this means is that the AFA negotiating team can begin meeting with the company to make changes and improve your contract. Most importantly, please note that this does not mean your contract has expired. Under the Railway Labor Act, the law that governs airline negotiations, contracts do not expire but become amendable. This means your current contract remains in place until an agreement has been reached with ARW.

A letter of intent to open was sent to the company on August 1, 2008, and from that date forward it is a violation of the Railway Labor Act (RLA) for the company to speak directly with the flight attendants regarding terms and conditions of employment which are the subject of negotiations. If management approaches you, we encourage you to say "AFA speaks for me."

Due to the unexpected departure of our AFA staff Negotiator, AFA International has assigned Sr. Staff Negotiator Mark Littleton to your negotiating team. Dates are set for the beginning of January 2009 to exchange opening proposals.

Your AFA negotiating team is fully open to any and all suggestions that you may have. The negotiations survey was fully reviewed and your suggestions and requests were received with full consideration. Thank you all for participating in the survey. Please feel free to contact any member of the team or any elected local officer to share your concerns or ideas.

Please remember that the most important thing you should say to management is "AFA speaks for me!" If management does speak with you about your contract, it is important that you notify a union representative immediately.

The negotiating process can be lengthy and you should expect this process to take more than one (1) year at the minimum. To help you understand the negotiations process, a flow chart of Negotiations Procedures under the Railway Labor Act have been included on Page 3.

As we gear up for negotiations, the MEC has begun compiling a list of flight attendants who are willing to help with communications, mobilizing, and a variety of other activities and tasks and introducing an INFO-REP Program. INFO-REPS reps (fellow line f/a's) will receive correct, solid information about what is happening at the bargaining table from the negotiating committee and will then accurately spread this information while on the line once we have begun negotiations. If you are interested, please send an email to Adam Novish at awac03@comcast.net expressing your interest.

This contract has the potential to impact all aspects of our work life including such areas as pay structures (hourly rates, duty rigs), retirement/insurance benefits, line guarantees, and rest periods. Aren't these good reasons for each of us to become involved? It is time for us to unify and to hold strong to our desire to improve upon our working conditions. By using our info-rep program, by disregarding rumors, by attending union rallies and meetings, and by refusing to engage in conversations about our negotiations with management, we will be taking great strides in securing the best contract possible and brightening our future careers at Air Wisconsin. Remember it is essential to be involved and to stay informed!

In solidarity,

AFA Negotiating Team:

Barb Neisen
Ginger Sterling
Adam Novish



ALPA Passes Resolution to Support AFA Page 4



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NEGOTIATIONS TIMETABLE

The steps in negotiating a contract are outlined by the Railroad Labor Act.

While the Act establishes the order for events, it does not establish deadlines for each step. Therefore, negotiations can be completed in a few months or in some cases can take more than a year.

Exchange of Openers

Each side gives the other its opening proposals. This is expected to occur during January. Our team's opener will be based on the views expressed in the flight attendant surveys as well as on AFA research material about our company and about flight attendant negotiations at other carriers.

Direct Negotiations

The two sides meet and try to reach an agreement. Our team will go into those negotiations intending to reach a settlement. Whether negotiations proceed quickly depends on whether management shares that attitude.

Mediation

Sometimes the two sides cannot reach an agreement. Either management or the Union can then ask the National Mediation Board (NMB) to assign a mediator to help. Once mediation begins, the mediator has the power to decide how long that process is going to continue. Most contract which are not settled in direct negotiations are concluded successfully through mediation.

We have to remember that the mediator's job is to try to bring about an agreement, not necessarily a good agreement. So if we get into mediation it will still be up to our membership to demonstrate unity and support for our Negotiation Committee.

Mediation Unsuccessful

If mediation fails, the NMB offers binding arbitration, but the company and union don't have to accept. In most cases, the offer of arbitration is rejected. The law then requires a 30-day cooling-off period with further mediation.

In the rare cases in which no agreement is reached, the company may impose its last offer and the union membership may decide to go on strike. Whenever a tentative agreement is negotiated under these procedures, it does not take effect until it is ratified by the membership.

Galley Cleanliness & Sanitation

As interstate carriers, airlines are covered by Food and Drug Administration (FDA) Regulations. This means that Air Wisconsin must comply with these regulations. Since we serve ice, and ice is considered a regulated food, Air Wisconsin must comply with these regulations. Having said that, since ice is served out of the beverage cart, those carts and drawers must be cleaned and sanitized following the days operation. The coffee pots and brew trays must also be cleaned and sanitized. AFA has been pushing the company to comply with these regulations outside of AFA filing a complaint with the Food and Drug Administration. If you are working an originating aircraft out of MKE, ORF or PHL you need to ensure that the galley has been cleaned and sanitized. Below are some tips for a quick audit:

Coffee Pot & Brew Tray:

Remove the coffee pot and brew tray and look inside. If you see brown liquid in the pot and OR coffee residue in the brew tray, cleaning has not been accomplished.

Beverage Cart: The cart interior walls, rails and all drawers must be cleaned.

Remove a few beverage cans, if you see debris, mold, or any gunk in the corners of the drawers, cleaning has not been completed.

Galley General:

Remove the beer/wine atlas box and look for mold in that storage compartment. Look at the compartment doors, drawers and compartment interiors for dark smudges, dirt and general unclean appearances.

COMPLETE THE CLEANING CHECKLIST THAT WAS LEFT IN THE GALLEY!!!! At your first opportunity:

- a.) return the completed form to local domicile management **OR**
- b.) fax completed form to ATW inflight.

Management has told AFA they are taking any discrepancies noted on the overnight cleaning checklist seriously and are taking immediate follow-up action. AFA is continuing to monitor and meet with the company regarding the sanitation and the aircraft cleaning process.



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Negotiations Procedures Under the Railway Labor Act

Exchange of Openers

The union and company exchange their opening proposals

Direct Negotiations

Negotiations begin across the bargaining table between the union and the company.

Collective bargaining talks unsuccessful and talks deadlock.

Mediation

The union or the company requests the National Mediation Board (NMB) to begin mediation within 10 days breakdown of collective bargaining talks.

NMB assigns a mediator and mediation begins. Decisions on time limits now lie with the NMB.

Proffer of Arbitration

Mediation is unsuccessful and talks deadlock. The NMB offers to submit remaining issues to binding arbitration.

Union or company rejects offer of binding arbitration.

Cooling-Off Period

The 30-day cooling-off period begins. Mediation talks ("supermediation") may continue in an effort to reach an agreement prior to the expiration of the 30 days.

Work Stoppage

Parties fail to reach agreement during cooling-off period. Company may implement imposed work rules. Union may go on STRIKE or conduct other job actions.

Membership Ratification

A tentative agreement is reached. Ballots are sent to each member for MEMBERSHIP RATIFICATION. If approved by the membership, the agreement goes into affect.

Membership Ratification

Mediation is successful. Tentative Agreement is sent to MEMBERSHIP RATIFICATION vote.

Binding Arbitration

Union and company accept NMB offer of binding arbitration. Arbitration hearings held and binding award made. (New contract imposed upon both the union and the company.)

Membership Ratification

"Supermediation" is successful. Tentative Agreement is sent to MEMBERSHIP RATIFICATION.



ALPA Commits Support To AFA



At the Airline Pilots Association MEC meeting in October, the Air Wisconsin ALPA MEC unanimously passed a resolution to support AFA moving forward and into negotiations. The resolution will start a platform for collaboration between AFA (flight attendants) and ALPA (pilots.) We have included a re-print of the resolution for your reference below.

SUBJECT ARW support to the Association of Flight Attendants (AFA)

PROPOSED RESOLUTION

WHEREAS the pilots of Air Wisconsin recognize the significant benefits of collaboration with other labor groups to achieve an end goal, and

WHEREAS the pilots further recognize the significant benefits to management of segregated groups within its employee structure, and

WHEREAS the Association of Flight Attendants are preparing to enter contract negotiations in the section 6 environment with the intent of recovering damaging concessionary terms of the previous agreement, and

WHEREAS the pilots recognize the extensive resources available to us throughout the ALPA network, and

WHEREAS the pilots of ARW stand to benefit in many forms from improvements within the Collective Bargaining Agreement between Air Wisconsin and the AFA, and

WHEREAS considering the extensive research and investment already in projects such as the Fee For Departure Committee, the pilots of ARW recognize the need for a similar standard within our airline's employee groups.

THEREFORE BE IT RESOLVED that the MEC directs the Chairman to collaborate with the AFA to form an alliance with the goal of sharing resources to the extent appropriate in ensuring a successful outcome for the flight attendants, and

BE IT FURTHER RESOLVED that the MEC Chairman will report to the MEC with a recommendation for proceeding after gathering a list of needs from the AFA, no later than November 30, 2008

Just a friendly reminder.....

When leaving an aircraft please remember to leave it like you would want it when you get onto an aircraft. Once again the problem of ice not being thrown away is again upon us. If you are just swapping make sure the ice is drained. If you are terminating an aircraft PLEASE throw away the ice. It will sit there overnight until the next morning. Remember the night crew that cleans the aircraft does not clean our galley. If you don't know if you are swapping or terminating the aircraft just ask the captain. If they don't know they will get the information for you. Please restock your carts after use of them.



Airline upsets children enroute to Disney World! By Stewart S.



Oh, kids! The freedom of being a kid is outstanding! You don't have to be polite or think before speaking your mind. Whatever is on the top of your head goes out, properly or not. For a little while now we've been having this issue about our plane—to clean or not to clean. What a debate! During my flight to MCO this morning I had a premonition; the final argument that will settle it all is KIDS!!!

There I was standing at the door of a/c 420 sipping my coffee and taking a deep breath of fresh morning air before all the jets, trucks, buses, and tugs take over. The first bus arrived, and the first kid on board boasted, "Yuck, this plane stinks!" Next one: "Do we really need to go in here? It smells bad!" And the next: "I think I wanna puke. Ugh, it smells like toilet! Mom I

don't really want to go; it stinks in here!" And from the back: "Mom, look! There is trash back here!" "Dad!, If you punch the seats dust goes out. Awesome!" And so on...

Needless to say by the second comment my big smile and "Good Morning," turned into a shameful smirk and a nod. Parents apologized or "shooshed" their kids, but it was too late. By then I would have sold my soul to the devil just to have the power to turn myself into an ostrich and hide my head in a hole, or for that matter, grab a paper bag and cover my face. The only person on board that was more embarrassed than I was Jimmy. His little sister announced to the cabin that the plane smelled like his closet...but we might doubt that because that exclamation came out over a Game Boy dispute.

The adults were more (let's say) polite. Sani wipes came out, a "Don't touch that" mumbling spread, and I think the redness of my face was so intense that some even comforted me saying, "Really, it's not that bad". But they had that look. For those who have kids, you know what I'm talking about. It's that look you give while smiling and saying "It's Okay", but you're really thinking, "I can't believe this!" and taking mental notes.

It sank me into a sea of shame and sadness. As I tried to swim away, exchanging Disney stories, it happened. Jimmy's dad walked to the galley and noticed the air vent (the one by the coffee pots) spitting out that gray dusty residue, and with his most paternal face and tone said, "Do Flight Attendants have to work in conditions as bad as this?" Instead of smiling I was holding my breath. And with that I drowned.

I don't know all that is going on with the cleaning/health issue. I can just appeal to people responsible—management. Seriously, can you atleast buff some edges and do a little bit more? Please...the ostrich look is not really my type.

Aircraft Cleanliness, Where Are We Today?

By, Adam Novish, MEC Air Safety, Health & Security Chair

Since the MEC first met with management in March to present our grave concern over the cleanliness of the aircraft and the associated unhealthy work environment you were being subjected to, AFA has continued to meet with management and advocate for higher standards to which they have been very receptive and taken corrective action on specific concerns. To date, management and AFA have worked closely to address cleaning deficiencies and improve the quality of your work environment. To date our efforts have resulted in the following:

- All Air Wisconsin aircraft cleaners were put through a two-day training
- All Aircraft that are in a heavy maintenance check of atleast 4 (four) days will receive a deep clenaing
- The General Maintenance manual was revised to incorporate an "Aircraft Cleaning Process" that is to be adhered to when the aircraft is being cleaned by Air Wisconsin cleaners.
- When an aircraft overnights in an Air Wisconsin Maintenance Location (MKE,ORF,PHL) the inside of the beverage cart, all beverage cart drawers, and the galley itself will be cleaned and disinfected.
- A clear plastic ice liner is now available to line the ice drawer in the beverage cart

As you can see from working on the aircraft every day, the company has a lot of work ahead of them to remove all the buildup of dirt and dust that has accumulated in the aircraft from a prior lack of oversight and attention to the cleaning process. I need everyone's help. If you are working on an aircraft and observe an area that needs to be addressed immediately please get in touch with me. Ideally having the pilots make an entry in the logbook is the preferred method of having things addressed. Photos are a plus. I need aircraft numbers and dates. It may be helpful for you to put a small piece of paper next to what you are taking a picture of with the aircraft number and date. Timliness is crucial! Please email these to me as soon as you can. AFA maintains a collection of aircraft pictures which have proven quite helpful in addressing areas of concern and management has been quick to respond and address any specific concerns.



EAP Working for You

By, Stefanee Steffenhagen, MEC Chair, EAP/Pro Standards

In July I attended a CWA conference on addiction in Las Vegas. It has given me the knowledge of many beneficial resources for individuals suffering from substance abuse. I know not everyone wants the help, but it is available to them. It was wonderful; the spectrum of presentations went from speakers at treatment centers to testimonies from recovered addicts. As part of the conference I learned how an addict's brain works and how addiction is linked to the brain. Addictive disorders are treatable brain diseases.

Research is identifying the biological mechanisms involved in the process of addiction. If anyone is interested in learning more or would like some information please get in touch with me. I look forward to sharing this information and helping my brother and sister flight attendants.



The last week of October, I attended a Critical Incident Response Program in Silver Springs, Maryland. Wow, this training was an eye opener. Because I am our EAP MEC Chair, I was put in charge of a Mock accident. I had to put together a scenario of how to get the flight attendants that survived this accident help--not physically but mentally. I had to set up schedules to meet flight attendants off aircraft, in crew rooms and handing out brochures, making a memorial, a phone tree and who to contact, mass e-mails about the information we were given and hotels for EAP representatives and volunteers. All this and more are just the basis for what happens in a Critical Incident.

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WEB-008

4 Tips To Avoid a Cold This Winter:

- 1.) Wash your hands at every opportunity, get to sleep early, and eat plenty of vegetables. After washing your hands, a thorough drying will take off additional germs.
- 2.) Get a flu shot, it's your best bet to stay cold free this winter.
- 3.) Don't sneeze into your hands, aim into your elbow. (Think about that person who sneezed into their hands and pressed a button on the elevator.)
- 4.) Carry hand sanitizer with you, a few pumps during the day can spare you a trip to the doctor. (To avoid leaving germs behind, select an antibacterial containing atleast 60% alcohol.)



Do you know what Post Traumatic Stress Disorder is? It's an anxiety disorder (and diagnostic construct used in the Diagnostic and Statistical Manual of Mental Disorders-IV) that can develop after exposure to a terrifying event, or ordeal in which grave physical harm occurred or was threatened. Research indicates that victims of major disasters are at risk for PTSD, especially if they have been injured or have experienced life threat. Talking about what happened is the best healing process.

The training and resources that I have been afforded through AFA has been most beneficial to supporting flight attendants using the services of the Employee Assistance Program Committee.

If you have any question please don't hesitate to contact me. I have so much information to share.

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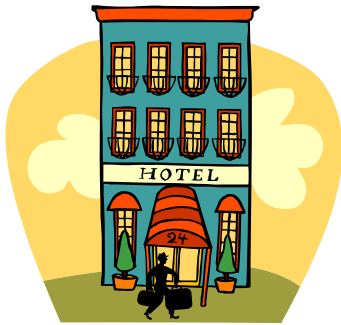
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WEB-0305



Air Wisconsin flight attendants represented at Hotel Conference



Hotel Committee members, Josh Lynch and Jaime Martinez attended the first annual International Flight Attendant Hotel Committee Conference. The conference ran from September 17-19th in Dallas. Representatives from twenty-one (21) airlines' hotel committees were present. One of the biggest benefits were the large number of representatives from major hotel chains that were available throughout the conference to answer questions and participate in a roundtable discussion. Topics such as shuttle availability, walking of crews, hotel restaurants, free internet, etc were brought up by hotel committee members during the roundtable discussion with hotel suppliers. This was a perfect forum to air gripes and work together with suppliers to raise awareness to flight attendants' concerns and find ways to meet our needs.

Another benefit to the hotel committee as they continue to work on your behalf was the networking possibilities this conference provided. Having direct contacts and building relationships with those individuals at major hotel chains is a direct benefit to all the flight attendants and is helpful in addressing re-occurring problems on your overnights.

Hotel safety was discussed on the last day of the conference. A Northwest flight attendant who was trapped in her hotel room in a major hotel fire in Las Vegas in 1981 shared how her hotel safety training saved her life. Be sure to review your hotel layover security in your flight attendant manual.

Uniform Grievance Arbitrated



On Thursday, November 6th, the grievance in reference to the company refusing to follow the contract and purchase the new Twin Hill uniform for all flight attendants, forcing flight attendants to use their uniform replacement point allotment to purchase these pieces, was heard in Appleton. Present for AFA was our AFA Senior Staff Attorney, MEC Grievance Chair, Lynn Anderson, and Ginger Sterling sat as AFA's System Board Member. MEC President, Barb Neisen and MEC Secretary/Treasurer, Adam Novish were called as witnesses during the hearing.

LEGISLATIVE COMMITTEE UPDATE, By, Ernie Lazernick, Council 28

Last month, along with Denise Hourigan of Council 03, I had the privilege to represent Air Wisconsin flight attendants at the annual CWA/AFA Legislative Affairs Conference in Washington DC. This 4-day conference taught union representatives how to lobby congress on issues important to our work group. Two issues were focused upon for this years lobbying effort. The first, was the Family Medical Leave Act (FMLA) re-wording to include language to ensure that flight crews are covered under the law. The second was the FAA reauthorization bill. The main issue on this bill was the new air traffic control system for the United States. More importantly to our work group, issues such as OSHA overseeing aircraft working conditions instead of the FAA, and continued funding for crew fatigue studies. Hillary Clinton came to speak to the delegation of about 400, as did Barack Obama. In the afternoons, we broke into small groups and went to Capitol Hill and spoke with a representative from every member of the House and Congress. If you would like more info on the AFA Legislative affairs committee, please feel free to contact me at elazernick@aol.com.





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Oh, Really? Really!



AFA has asked management to provide the flight attendants with flu shots for the previous 2 years.

In September we made another request and were informed at the beginning of November that it will not happen this year. Management stated they will start the process earlier next year with hopes of being able to find a provider who will come on-site.



AFA approached the company during the first week of September to express concern over the inoperative main

cabin door power assist procedures published in IIF 08-113. To date, management has yet to publish additional information to protect you from injury!



A tape dispenser in the PHL Crew Room is only a “convenience” and is not required according to a recent email we

received. (Tape is so expensive!)



Regular sleeping patterns help keep your immune system at it’s healthiest..... hello, wellness committee,

have you spoken to crew planning?



AFA has been asking the company to provide Food Safe Liners for the beverage cart ice drawer. They have finally appeared. **THESE MUST BE USED! White trash bags are not food safe; as the ice melts it absorbs the chemicals from the plastic bag.**

Don’t overstock!

Thank you to everyone who participated in the Galley Survey a few months ago. Based on the comments the biggest concern was overstocking of product. Our flights are never more than a flight away from a catering station. The overhead bin at Row 13 should only have:

- 2 Rolls of Toilet Paper
- 2 Boxes of Kleenex
- 1 or 2 Paper Towels

Would you eat at a restaurant where the chef had a box of kleenex at his station and was blowing his nose while preparing your meal? In accordance with applicable food code, open boxes of kleex **may not** be kept in the galley. The aircraft cabin is only 40 feet in length, there is no need for kleenex at both ends.



Master Executive Council Update

Over the past several months the MEC officers have been busy with a number of projects. Our busy schedule began in July where a number of meetings were held during the month with Inflight and upper management. This was followed by the Board of Directors (BOD) meeting for AFA. The BOD stretched over three days and was held in MKE. At the end of July we attended a meeting with the company to settle a grievance filed back in 2004. This settlement required a number of meetings with the entire MEC during the month of August. In September, the MEC again met with upper management and then attended advanced leadership with AFA International in DC. The first week of November we attended an arbitration regarding the uniform grievance (once this is finalized with management we will be sure to share the details with all flight attendants).

Regular meetings are to be held with Inflight management on a monthly to bi-monthly basis to discuss issues among the flight attendants, our contract, and work towards making improvements in our working environment (i.e. the cabin). On a bi-weekly basis conference calls are held with Vince Portaro, Vice President of Customer Service. These phone calls are held with the MEC officers to discuss any and all issues that AFA and the flight attendant group is having over any time period that has not been settled with Inflight management. On a quarterly basis a meeting is held with upper management. These meetings discuss any and all concerns not settled by the other two meetings and to work with upper management to work on ways to improve and better Air Wisconsin as a whole. AFA represents the flight attendant group as a whole and any suggestions you may have should be presented to AFA for review. The most important point to remember is that we would not want a suggestion to be made that would violate your contract. Some ideas may be wonderful; however, there may be ramifications of concern in regards to the contract or negotiations. Please be sure to forward any ideas on to your MEC officers.

In our meetings with management many topics have been addressed such as the change in the Bid Packet printing, safety, aircraft concerns, wellness and health issues, better schedules, aircraft cleanliness, Crew Resource Management (CRM), Pass Department concerns, and much more. E-lines are sent out on these meetings with more detailed information; so be sure that you are reading and receiving these e-lines in your personal email. It is not possible to use your company email for AFA business. All emails from AFA will come from the email address of Adam Novish at awac03@comcast.net. If you are not receiving the emails please get in touch with Adam and he will make the necessary corrections.

The MEC officers will be meeting with the ALPA MEC and holding an MEC meeting in December. The MEC will also be meeting with our AFA attorney, AFA staff negotiator, and AFA staff representative as we prepare to go into negotiations with the company for our first discussions the first week of January.

May you all have a wonderful fall and Happy Holidays!

In Solidarity,
Barb Neisen MEC President
Ginger Sterling MEC Vice President
Adam Novish MEC Secretary/Treasurer



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What you need to know....AFA is on the WEB.
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