

## PILOT BENEFIT REVIEW BOARD PROCEDURES

1. The applicable vendor denies the final appeal.
2. The applicable vendor sends a final appeal denial letter to the pilot/claimant informing him/her of their options to file a civil suit or proceed with a PBRB. The applicable FedEx Express Vendor Manager shall send the name of the pilot/claimant and date of the final appeal denial letter to the Benefits Specialist of the FEDEX Master Executive Council (the MEC) (the MEC Benefits Specialist) by email once notified by the applicable vendor.
3. Within 5 business days of receiving denial notification from the applicable FedEx Express Vendor Manager, the MEC Benefits Specialist shall send a certified letter to the pilot informing the pilot of the options available in the appeal process, including the PBRB Claim Submission Form, if applicable. **The pilot's PBRB Claim Submission Form must be postmarked no later than 120 calendar days from the date of the applicable vendor's final appeal denial letter.** When the pilot completes the PBRB Claim Submission Form and returns it to the MEC, the MEC Benefits Specialist shall stamp the form with the date of receipt. The MEC Benefits Specialist shall email the form, along with the vendor's final appeal denial letter to the applicable FedEx Express Vendor Manager within 5 business days of receipt of the submission form. The applicable FedEx Express Vendor Manager shall send the MEC Benefits Specialist and the claimant a copy of his/her complete file, if requested on the PBRB form, within 20 business days of receipt of this request.
4. The MEC Benefits Specialist shall send an acknowledgement letter to the claimant within 5 business days of receipt of a request for PBRB review. The acknowledgement letter should inform the pilot/claimant of the proposed date for the hearing and the right to submit any additional information to support the claim. **The letter shall state this information should be received no later than 30 calendar days prior to the PBRB meeting.** In the event this submission would exceed the 120-day appeal deadline, the pilot/claimant would need to seek an extension from the PBRB if additional time is needed. **Failure to submit additional information in a timely manner may result in a delay of the PBRB hearing date.**
5. When the MEC Benefits Specialist receives additional information from a pilot/claimant on a PBRB appeal, the MEC Benefits Specialist shall send the applicable FedEx Express Vendor Manager the additional information within 10 business days. The two of them shall determine whether the additional information could affect the disposition of the claim. If they agree it could affect the disposition of the claim, then the applicable FedEx Express Vendor Manager shall remand the additional information to the applicable vendor. If the MEC Benefits Specialist and the applicable FedEx Express Vendor Manager disagree about whether the additional information affects the disposition of the claim, then they shall coordinate a conference call of the MEC and Company PBRB voting members for a decision about whether the new information affects the disposition of the claim.
6. If the PBRB sends a remand notification to the applicable vendor, the vendor which will have the latter of 10 business days from the receipt of the remand notice or the next scheduled vendor appeal review committee meeting, as applicable, to review the


information and render a decision. The applicable vendor shall be granted a 10 business-day extension, upon notification by email and approval by the applicable FedEx Express Vendor Manager and the MEC Benefits Specialist.

7. If the applicable vendor upholds the appeal decision to deny the remand, the applicable vendor shall then send the remand denial letter to the pilot/claimant and notifies the applicable FedEx Express Vendor Manager by email who will notify the MEC Benefits Specialist regarding the remand decision letter. The PBRB Procedures, beginning with #2, begin again.
8. The host chairman of the PBRB meeting shall designate a secretary to record the minutes:
  - a. The designated secretary shall prepare and distribute the drafted minutes electronically to the applicable Company or MEC Benefits Specialist respectively, no later than 15 business days after the date of the meeting.
  - b. The members of the PBRB that were present at the meeting shall have 15 business days to either propose revisions to the minutes or approve them. Additional time to respond may be agreed to if there is a need for circulation of a revised draft or if a conflict develops, but a PBRB member's failure to respond in some way within 15 business days from the date the draft minutes are distributed shall be deemed a vote in favor of the last draft that has been circulated to all of the panel members. Upon approval of the minutes, the minutes shall be distributed to the PBRB members by the designated secretary. A copy of the minutes shall also be distributed with the packet of appeals for the next scheduled PBRB meeting. An email from a voting member will be considered an acceptable means of approving the minutes.
9. The PBRB shall designate a PBRB member to send the PBRB decision letter to the pilot/claimant. The designated PBRB member shall have 15 business days from the date of the meeting to prepare the decision letter and distribute it to the members of the PBRB that were present at the meeting. The members of the PBRB that were present at the meeting shall have 15 business days to either propose revisions to the letter or approve it. Additional time to respond may be agreed to if there is a need for circulation of a revised draft or if a conflict develops, but a PBRB member's failure to respond in some way within 15 business days from the date the draft letter is distributed shall be deemed a vote in favor of the last draft that has been circulated to all of the panel members. An email from a voting member will be considered an acceptable means of approving the letter. Upon approval of the letter, the letter shall be distributed to the pilot/claimant, with a copy to the MEC and the Company by the designated secretary.
10. The PBRB shall attempt to meet on the second or third Thursday (and Friday, if needed) of the first month of each quarter or more often at its discretion. The meeting site shall alternate between the MEC office and FedEx Express World Headquarters. If no cases are pending, the meeting shall be canceled for that quarter. The MEC Benefits Specialist will send cancellation notice if the meeting is scheduled for the MEC office, and the FedEx Express Benefits Representative will send cancellation notice if the meeting is scheduled for World Headquarters.


11. PBRB members must have access to the applicable Pilot Benefit Book and copies of the applicable benefit plans.

Agreed this 21st day of September, 2018:

**For the Association:**

  
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First Officer Kevin Biggins  
Chairman, Pilot Benefit Review Board  
Air Line Pilots Association

**For Federal Express Corporation:**

  
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Jeffrey E. Robertson  
Managing Director, Labor Relations

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