

PBS Mis-Award Process

Once the Flight Attendant receives their award and they have questions concerning the award or believe there has been a mis-award the Flight Attendant should do the following:

1. The Flight Attendant **must** contact the FABRC at 888-376-5375 for a review and evaluation of the award.
2. The FABRC representative advises the Flight Attendant if there has been a potential mis-award or not. If there has been a potential mis-award it will be referred to the PBS admin team and sent to AOS for validation.
3. If the award has been referred to the PBS admin team or AOS, a FABRC member will call and advise the Flight Attendant of the results and if a mis-award has occurred. They will provide the Flight Attendant with a detailed description of how they need to proceed regarding pay protection(s).
4. If the Flight Attendant has been advised they **do not** have a mis-award and would like to challenge the information they then would contact APFA for further review. **Please complete the PBS Mis-Award form on the APFA website.**

For procedures that apply once a mis-award has been confirmed, you may view a sample letter you will receive from the FABRC [here](#).