



There have been a number of United employees and retirees who have had their pass travel privileges suspended due to non payment of the imputed tax charged to them for pass travel taken by their taxable pass riders. The following notice explains the reasons for the suspension and the means for resolving the issue.



## UNITED New Pass Travel Policies, Retirees and Actives

Doug Etc · 3 days ago · 🌐



### Pass travel suddenly suspended?

On Tuesday, 1/30, we began suspending travel for several thousand retirees/employees due to non-payment of Pass Travel Tax Liability invoices. For active employees, this was due to pass travel utilized by your taxable pass riders during a time you were not active, and therefore we could not deduct the money from your paycheck. Not only was an invoice generated for this liability (some as far back as 2021), but a past-due reminder was sent out on a quarterly basis. If you did not receive any of this information, then United likely doesn't have an accurate mailing or email address on file for you, which you need to update.

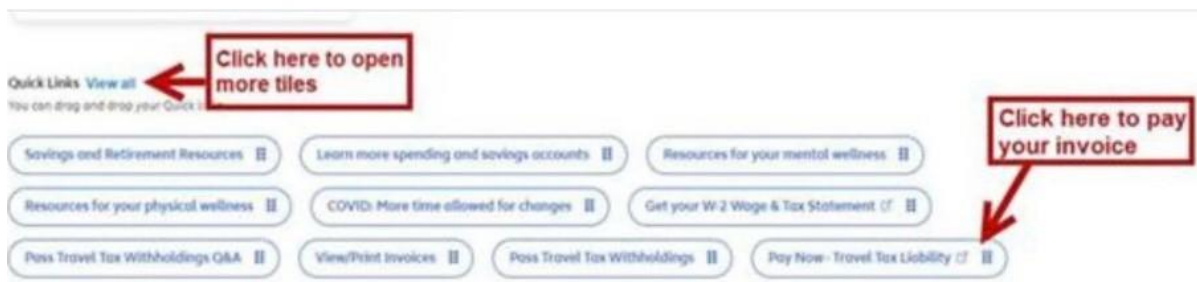
If you wish to see your invoice you can log into YBR. To pay your tax liability so that your travel can be re-activated, you should use the online payment option. Payment may be made with Electronic Funds Transfer (ETF) from a bank account. Credit cards are not accepted. You'll then need to take a screenshot of your payment confirmation and submit that to the ETC. Keep in mind that Help Hub cases have a 72 business-hour turnaround time. If restoration of pass travel is urgent, you may use live chat from the Travel homepage in Flying Together. Live Chat is available M-F 7am-7pm (Central) and on weekends 8am-noon (Central).

Instructions (screenshot below):

The employee needs go to Your Benefits Resources website (Flying Together > Employee Services > Health & Insurance (YBR)) and scroll down close to the bottom of the page until they see Quick Links" and then select "View All". They'll see a "View/Print Invoices" and a "Pay Now" tile. Note: The tiles and layout may look a little different from what is in the photo below for each employee, but they will all have the multiple Tax Withholding related tiles, IF they have an outstanding balance.

Once we receive proof of payment, travel cannot be turned on IMMEDIATELY, due to system processing. The following is the schedule of updates:

- If un-suspended by 6AM (Central), travel turned on at 7:30AM.
- If un-suspended by 9AM (Central), travel turned on at 10:30AM.
- If un-suspended by Noon (Central), travel turned on at 1:30PM.
- If un-suspended by 3PM (Central), travel turned on at 4:30PM.
- If un-suspended by 6PM (Central), travel turned on at 7:30PM.
- If un-suspended by 9PM (Central), travel turned on at 1:30AM next day.





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