

United Airlines Retiree Pass Travel Privileges

These guidelines are designed to make your stand-by travel experience on United and United Express an enjoyable one. United retirees enjoy some of the most generous pass travel privileges in the airline industry. Retirees who meet certain age and service requirements at the time they left the company are eligible for unlimited, lifetime, retiree pass travel privileges for leisure, space-available travel on United and United Express flights. Policy details for the following programs can be found via <http://flyingtogether.ual.com> > Travel.

Eligible Pass Riders

United provides a retiree's eligible pass riders with space-available pass travel privileges for leisure travel on flights operated by United and United Express. Eligible pass riders may begin pass travel upon the retiree's completion of the on-line dependent certification and document verification process.

Eligible Pass Riders:

- Spouse or domestic partner (same or opposite gender)
- Up to two enrolled friends (with option to change yearly)
- Unmarried, financially dependent children (natural, adoptive and/or step) until they attain age 26 (imputed income tax may apply)
- Non-dependent children (natural, adoptive and/or step) age 18 until they attain age 26 (imputed income tax may apply)
- Disabled children, regardless of age (disabled since before age 26)
- Up to two parents (any combination of natural, adoptive and/or step, same or opposite gender) with option to change quarterly

Update Eligible Pass Riders

Update eligible pass riders on-line via <http://flyingtogether.ual.com> > **All About Me > Pass Riders**. The pass rider certification and verification of document process generally takes 7-10 days. After the verification process is complete the pass rider names will be sent over to your **employeeRES Employee Profile**.

Eligible pass riders that are certified, approved and eligible to travel can be viewed via <http://flyingtogether.ual.com> > **employeeRES > Quick Links > Employee Profile**. Pass riders that cannot be viewed on the employee profile are not eligible for travel.

Retiree Eligibility Letter:

Retirees will continue to use the badges and card they currently have through the expiration date. The new retiree eligibility letters will take the place of the badges and cards. This retiree letter contains detailed information that is required to receive industry airline standard discounts/privileges such as hotel discount rates, car rentals, and cruises, to name a few. Coming soon retiree letters will be available as a 'print and go' service available through Flying Together (ETA 2012).

Password reset

Login to <http://flyingtogether.ual.com> and enter your employee ID (also known as a File Number) and click Forgot your password?

Travel Programs

Retirees are responsible for providing pass travel information and practices to all eligible pass riders using their pass travel privileges. Pass travel privileges are outlined below and in the complete policy details. Policy details for the following programs can be found via <http://flyingtogether.ual.com> > **Travel**.

Enrolled Friend:

Each calendar year retirees may register up to two enrolled friends in addition to a spouse/domestic partner. Enrolled friends will have unlimited, mainline, space-available, personal pass travel privileges comparable to those given to eligible pass riders. Annual enrollment is in November of each year. Enrolled friends changed during the annual enrollment period will be eligible for travel the following January. No election during enrollment period will indicate the current enrolled friend will roll over to the next year. Retirees may choose to leave their selection “blank” for the following year. Leaving the selection “blank” will allow retirees to enter a name anytime during the following year.

Vacation ePasses:

The employee’s existing vacation ePasses, if applicable, at the time of retirement will be valid for travel through their original expiration date. In addition, retirees who are eligible for pass travel will receive an annual allotment of eight one-way vacation ePasses each year on January 1. These vacation ePasses will automatically be deposited into ePass accounts in employeeRES for retirees. Annual vacation ePasses are valid for five years.

myUADiscount:

Retirees and their eligible pass riders may purchase revenue-confirmed tickets for system-wide travel in any cabin by using the myUADiscount program. The discount of 20 percent is taken off the fare at the time of purchase and is available on most published fares. Refunds and change fees will depend on the fare paid. MileagePlus accrual is permitted. Denied boarding compensation is permitted. First and second checked-bag fees are waived.

Boarding Priority:

Retirees and their eligible pass riders will be cleared for travel in boarding priority order. Pass riders with the same boarding priority will be sorted by years of service* to the company (oldest date first) and those with the same years of service to the company will then be sorted by check-in time (earliest time first.) Pass riders can check-in online, at a kiosks, at a ticket counter or via mobile device.

**Technology is working on the programming to board by mm/dd/yyyy. This will implement as quickly as possible. Board year reflects the years of active service with the company from date of hire to the date he or she leaves the company (adjusted if applicable) and will be updated annually.*

SA0V	<ul style="list-style-type: none"> • Retiree and their eligible <u>accompanied</u> pass riders traveling on a vacation pass • Retiree's unaccompanied spouse/domestic partner & accompanied pass riders
SA2R	<ul style="list-style-type: none"> • Retiree and their eligible <u>accompanied</u> pass riders traveling on a leisure pass
SA3V	<ul style="list-style-type: none"> • Retiree’s eligible <u>unaccompanied</u> pass riders, including enrolled friends, traveling on a vacation pass (excluding spouse/domestic partner as they are boarding priority SA0V)
SA4P	<ul style="list-style-type: none"> • Retiree’s eligible <u>unaccompanied</u> pass riders, including enrolled friends, traveling on a leisure pass (excluding spouse/domestic partner as they are boarding priority SA2R)

Service Charges, Fees and Taxes:

Retirees will pre-pay all service charges and taxes, for themselves and eligible pass riders with a credit card on employeeRES at the time the booking is made. Invoicing is not available.

Retirees and their eligible pass riders receive service-charge waived pass travel in economy class system-wide, 90 percent discount off ZED fares for domestic premium cabin travel and a 50 percent discount off ZED fares for international premium-cabin travel. Retirees with 25 or more years of active service, and their eligible pass riders, receive fee-waived pass travel in all cabins system-wide. The pass rider will pay applicable departure and other airport/regulatory fees and taxes. Service charge examples can be found on <http://flyingtogether.ual.com> > Travel tab > Pass Travel Highlights (read more link)

Cancel and/or Refund:

If your plans change, please cancel your booking through employeeRES prior to the travel date for an automatic refund. If your booking is not canceled prior to travel date, please allow 5-7 days for refund.

Note: Pass Riders will be charged based on where they sit. If a pass rider books economy and sits in a premium cabin, an invoice will be sent via U.S. mail for the difference. If a pass rider prepays for premium cabin seating and sits in economy, refund requests are made online at www.united.com > reservations > refund.

Taxable Travel Value:

Tax laws and regulations govern whether or not an eligible pass rider’s travel is taxable or not. Under existing tax regulations, pass travel by domestic partners, enrolled friends and non-dependent children ages 18 until they attain age 26, regardless of pass type, is taxable and has to be reported to the IRS. If the travel value exceeds \$600 for the year, a Form 1099 will be mailed to you accordingly.

Emergency Travel on United:

Retirees and their spouse or domestic partner are eligible for free emergency, positive-space roundtrip travel when either of you becomes ill while traveling. Contact the Employee Travel Center Monday through Friday from 8:00-5:00 P.M. at ETC@united.com or call 713-324-5555, option number 5. An after-hours contact phone number and email address will be provided.

Rehired Retirees:

As a rehired retiree, retiree travel plan will be suspended. You and your eligible pass riders are eligible for active personal travel programs. Upon termination of your active employment, your retiree travel plan, by your retiree seniority, will be reinstated.

Survivor Travel:

Surviving spouses and surviving domestic partners and dependents of retirees are eligible for pass travel privileges. <http://flyingtogether.ual.com> > Travel tab > Survivor Policy

Other Airline Agreements:

United has reciprocal agreements with other carriers that allow most retirees to purchase reduced fare, stand-by tickets on those airlines. These privileges are based on the terms and eligibility requirements as outlined on <http://flyingtogether.ual.com> > Travel tab > Other Airline Travel.

The Employee Interline Pleasure Travel Desk phone number will no longer be available. Retirees will now research other airline flight schedules, fares and load factors through the on-line Interline Fare Calculator, <http://flyingtogether.ual.com> > Travel tab > Interline Fare Calculator.

To obtain other airline passes go to <http://flyingtogether.ual.com> > employeeRES > Quick Links > Other Airline Form. The form will be emailed to the reservation desk and a confirmation number will be sent back. This confirmation is then taken to the ticket counter for your paper ticket.

Booking travel and information systems:

ePass is United's name for a space-available electronic pass. Retirees can create a personal or vacation ePass through employeeRES, mobileRES and the United Pass Line.

employeeRES: Login to employeeRES via <http://flyingtogether.ual.com> > employeeRES > enter subsidiary ID and password, select the travel section and employeeRES.

mobileRES: Login to mobileRES via <http://mobileres.united.com> and enter subsidiary ID and password. mobileRES is a mobile version of employeeRES which can be accessed through personal digital assistants (PDA's). Only payroll deduct and fee-waived travel can be booked through mobileRES.

United Pass Line (UPL) is a self-service booking tool. The UPL automated line is used to create new ePasses through a voice automated system. The 1-800-UA-LIST number will soon be disconnected, in the meantime callers will receive a recording with the phone numbers listed below.

- Dial 866-FLY-EPAS (359-3727)
- Dialing from an international location 713-324-PASS (7277)
- **Initial Password: PIN – co-workers or retirees birthdate (mmddyy)**
- Four digit security code: if transferred to the UPL desk, one will be prompted to enter a four-digit security code. This code will be verified by the agent for authenticity

Retirees can create travel plans through the on-line and automated systems without speaking to an agent for no additional fee. Changes to existing travel plans can be made through the UPL live agent without a fee. If a retiree chooses to create a new listing through a live agent at the UPL a \$25 fee per ticket will be assessed. **This \$25 fee will be waived for all retirees from March 1, 2012 through May 31, 2012.**

Pass Travel Attire:

Dress attire for pass riders traveling space-available or positive-space should always meet or exceed the casual standards outlined in this policy. In general, casual attire refers to clothing that is appropriate for the local environment, allow you to feel comfortable while pass traveling, yet looks neat and professional. All pass riders will enjoy the following relaxed dress code when pass traveling on all United flights and in all classes of service, system-wide. Additional pass travel attire details can be found via <http://flyingtogether.ual.com> > Travel.

The following attire is unacceptable in any cabin but is not limited to:

- Any attire that reveals a midriff
- Attire that reveals any type of undergarments
- Attire that is designated as sleepwear, underwear or swim attire
- Mini Skirts
- Shorts that are more than three inches above the knee when in a standing position
- Form-fitting lycra/spandex tops, pants and dresses
- Attire that has offensive and/or derogatory terminology or graphics;
- Attire that is excessively dirty or has holes/tears
- Any attire that is provocative, inappropriately revealing, or see-through
- Bare feet; Beach-type, rubber flip-flops

Retirees are responsible to ensure that all of their pass riders are dressed appropriately for pass travel on United and Continental flights. All pass riders are required to adhere to the Pass Travel Attire policy or the pass riders will be denied boarding, even at an en-route stopover. Once a pass rider is boarded on the aircraft, it is inappropriate to change into unacceptable attire

Information and contacts:

Pass travel and program information – <http://flyingtogether.ual.com> > Travel tab

- For questions regarding policies and program information you may contact the United Employee Travel Center at etc@united.com.
- For urgent inquiries call the United Employee Travel Center at 713-324-5555, FAX 713-324-5370

Pass Travel charges - For charge information on a specific trip go to <http://flyingtogether.ual.com> > employeeRES and enter flight information and submit.

- For pass travel charge disputes contact the United Employee Travel Center at etc@united.com.
- Internal fare calculator will be available on employeeRES under Quick Links soon

Pass rider eligibility issues, Pass rider certification, Document verification – Retirees may contact the ESC at 877.242.0075, option 5.

Pass Travel Guidelines:

All co-workers and retirees are responsible for all pass travel transactions (and all confidential information on United's intranet) and are encouraged to safeguard their passwords, even from pass riders who wish to book pass travel. Co-workers, retirees and early-out participants also are responsible for ensuring that their pass riders understand and comply with all pass travel policies, including these guidelines.

All travel passes and reduced-rate tickets are for personal, leisure travel only and are not to be sold, bartered or used for personal gain or business purposes. All will be held accountable for any misuse of travel privileges and for violation of the travel policy by themselves, pass riders and buddies.

Examples of misuse or abuse of flight privileges include but are not limited to providing enrolled friend status to individuals who are not your family members or personal friends, or providing pass travel privileges to individuals whom you don't know including for use by a third person, which can include current and former co-workers who were under disciplinary investigation at the time of their termination of employment or who were involuntarily terminated from employment are not eligible for any form of pass travel or providing travel passes to individuals whose travel will result in personal gain or business purposes. Any misuse, abuse or other unauthorized use of flight privileges will result in disciplinary action up to and including termination of pass travel privileges or employment. United's pass travel policy is a privilege and is not a right of employment. The terms of the policy are subject to modification or termination, in whole or in part, by the company at any time and for any reason.