



This information was originally scheduled for inclusion in the next Golden Contrails magazine due out in December, but because of its time critical nature, and to reduce the length of the Golden Contrails publication, it is being shared with our Golden Eagles membership at this time,

### **PASS BENEFITS SUSPENSION** 🌐

*Our Pass Travel Chairman Jim Morehead has provided this rather lengthy article he got from **RUPA** on how to avoid having your **pass travel benefits suspended**. Apparently this has happened to quite a number of employees and retirees. It would be worth your time to read the article and learn ways to avoid having this happen to you.*

**This information is re-printed from a RUPA article in their recent newsletter**

**Oct 8, 2022**

**To: RUPA Members**

**From: RUPA Travel Rep**

**Subj: Pass Travel Suspension**

Over 1,800 retired employees recently had their pass travel suspended. The culprit appears to be confusing instructions printed on the YBR website where it encourages retirees to opt in for Paperless Pass Travel Tax billing. The company is embarking on an effort to make the YBR website less confusing.

The important thing to remember is that if you opt in for Paperless Travel Tax Liability notifications, you **MUST** ensure that you have a valid email address on file on the YBR web site and you must understand this does **NOT** mean you will receive your bill via email. It only means that you will be notified by email to go online and check your YBR Secure Mailbox so that you can view and pay your tax liability.

**If you do not want paperless billing**, you must select “No” and then make sure you have your current postal address on file under your profile or else your bill will be sent to a dead address and your pass travel will be suspended if left unpaid.

To opt in or out for Paperless billing for Travel Tax Liability, you must do the following:

1. Log into YBR by logging into **Flyingtogether** ([ft.ual.com](http://ft.ual.com)).
2. Click on “**Employee Services**” found along the top menu bar.
3. In the left column, titled “**My Rewards**,” scroll down and click on “**Health and Insurance (YBR)**”
4. Once on the YBR website click on the bell in the top right corner, Here you can view your secure mailbox and you can also click on the box that says “Receive Paperless Pass Travel Tax Withholding Notifications.” If you don’t

want paperless, you have to still click on this box and then select “No” and then “Submit.”

*(OK this is where you have to be patient until they get this web site more user friendly: If you click “No” and “Submit” you may get a response telling you that have successfully opted in to Paperless. Basically you get the same response whether you elect Yes or No.*

*I recommend that for now if you don't want paperless and want your bills mailed to you by post, call YBR at (800) 651-1007 and talk to a live person. They can ensure that you will be getting postal mail notification. And remember to ask them to verify your postal and email addresses!!)*

5. Update, verify or edit your email address and postal address by selecting My Profile > Personal Information located at the top of the page, AND

6. Select My Profile > Manage Communications > Delivery Preference (in the middle of the page) under the “Delivery” column ensure that “Email” or “Postal Mail” is selected for the row that says “Benefits information.”

**If you receive an email notice to check your YBR Secure Mailbox, or if your travel has been suspended, here is how to pay your Travel Tax Liability online.**

**If your travel has been suspended I'm told your travel should be reinstated within about 5-6 days. In the meantime you will be ineligible to use ZED tickets as well.**

1. Log into YBR by logging into **Flyingtogether** ([ft.ual.com](http://ft.ual.com)).
2. Click on “**Employee Services**” found along the top menu bar.
3. In the left column, titled “**My Rewards,**” scroll down and click on “**Health and Insurance (YBR)**”
4. Once on the YBR home page, Scroll down and on the left side look for the words, “**Quick Links.**”
5. Right next to the words “Quick Links,” click on “**View all.**”
6. The number of Quick Links will now expand to include all of them. The very

last Quick Link is ***“Pay now - Travel Tax Liability.”*** If this link is not visible it means you don’t owe anything.

7. When the window opens it will tell you how much you owe.
8. By clicking ***Next***, it will display a link to pay or a box to add a payment method.
9. In the top left menu you can select a box where you can verify your email address and request that a payment confirmation be sent to you.

The information posted below was provided by the company for those whose pass benefits have been suspended. But it may be useful for everyone to read it.

The bottom line, fellow aviators: Make sure your email and postal addresses are up to date on the YBR website.

Regards  
Pat Palazzolo  
Pass Travel Representative  
Retired United Pilots Association

### **Retiree/VSP tax invoices**

For everyone who has been questioning the recent suspension of travel for 1800 retirees/VSP participants, here is some information to hopefully clear up the confusion.

- Taxes were owed for travel up through Jan 31, 2022, 1st quarter of 2021 or earlier.
- Billing notices were sent out on March 23rd, with a due date of April 30th.
- Reminder notices were sent out on June 8th.
- Delinquent notices were sent out on July 18th, which is when travel should have been suspended for the same 1800 people, if not more. Keep in mind, there were probably more, who then paid and were paid up before the actual suspension took place.
- Considering the number of retirees that United has, the 1800 suspended is a very small percentage of overall retirees who have paid their tax invoice in a timely manner.
- With the above dates, folks have had 5 months to pay their tax liability to avoid suspension. And some of those charges are even older than the November 1,

2021-January 31, 2022 quarter.

To keep this from happening in the future, we suggest the following:

- Make sure you check YBR to verify that we have your up-to-date mailing and email addresses on file.
- Make sure you are able to log into Flying Together, so that you can access the YBR site, as well as the how-to guides, located at [Retiree \(ual.com\)](#) and [W-2 pass travel tax reporting \(ual.com\)](#). The second link has multiple helpful resources at the bottom of the page, explaining how to view, print, and pay your invoice from the YBR site.

Once payment has been made, it is a manual process to restore travel. This is the reason that it takes 5-7 business days after an on-line payment to restore travel. If you mail a check, we have to wait until payment is received, and the check clears. After clearance, the bank has to notify Alight/YBR, who then adds that payed individual to a spreadsheet, which is then sent to the ETC for restoration of service. Mailing a check, besides exposing you to potential check-washing fraud ([Check Washing Fraud - What is it & How to Avoid It? | USPIS](#)), can take up to 3 weeks for travel restoration, due to the above. That is why we highly suggest setting up and using EFT (Electronic Funds Transfer) on the YBR website rather than mailing a check. Additionally, if you pay with EFT, as long as we have an accurate email address on file with YBR, you will receive an email confirmation of payment, should you have any issues with payment posting.

As far as receipt of invoices, if you are opted into paper invoices, then it is up to you to ensure that United and YBR have your current mailing address. If we don't then we are mailing it to a bad address. If you opt-out of paper invoices, you will want to make sure you opt-in to receiving email notification of electronic invoices. You don't actually receive a copy of the invoice in your email, but rather a notification that you have a new message in your YBR secure inbox. You then need to log into YBR, go to your secure inbox, and then you will have

access to your invoice. Otherwise, you may check the YBR site at any time, following the instruction in the above links.



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