



Voluntary Furlough Informational Packet For Flight Attendants

November 8, 2012

Table of Contents

General Information.....	3
Eligibility	3
Voluntary Furlough Status/Work History Screen	3
Voluntary Furlough Awards	3
Credit Union	3
Outstanding Loans	4
Payroll Deductions.....	4
Insurance.....	4
Medical, Dental and Vision	4
Life Insurance.....	4
Retiree Life Insurance	5
Long Term Care Insurance.....	5
Flexible Spending Accounts	5
Online Commuter Benefits	6
401(k) Plan	6
Contributions	6
Loans.....	6
Pass Travel Privileges	7
Retiree Pass Travel Privileges	8
Interline Privileges	8
Seniority	8
Separation	8
Retirement.....	8
Defined Benefit Pension Plans	9
Pay Issues.....	9
Sick Leave	9
Vacation	9
Union Dues.....	9
Furlough Pay	10
Paychecks	10
Pay Check Deductions	10

International Direct Deposit	11
Scheduling Issues	11
Overlap Trips	11
Vacation Bidding	11
Interim Vacation Bidding/Trading and A/B Reserve Letter Trades	11
Transfer Requests	12
Training Qualifications	12
Visa Issues	12
ALE Visas (London).....	13
Checkout Process	13
Base and Company Mailbox Access	13
Parking	13
Flight Attendant Operations Manual/Announcement Booklets	13
Address and Telephone Contacts	13
Computer Security.....	14
Uniforms	14
Return to Work	14
Bidding a Schedule.....	14
Return to Work Meeting.....	15
Unemployment Compensation	15
Outside Employment Opportunities	15
Employment Verification	15
UNITED AIRLINES CONTACTS AND.....	17
BENEFITS QUICK REFERENCE LIST	17
RETIREE / INACTIVE ADDRESS CHANGE FORM	19

GENERAL INFORMATION

Flight attendants are voluntarily furloughed under the conditions of Section 21.A. of the Flight Attendant Agreement. *It is important that you read and understand this section of the Agreement.* During voluntary furlough periods, flight attendants accrue seniority and maintain most benefits.

ELIGIBILITY

Flight attendants on a Medical Leave of Absence under Section 23.C must gain medical clearance with a return to work date not later than March 1, 2013. The medical clearance must be received and approved by company medical by the close of day December 13, 2012 (1700 CDT). Medical hours of operation are Monday through Friday 0800 – 1700 CDT. Flight attendants are encouraged to submit their medical documentation early so as to correct any insufficiencies.

Flight attendants who have cleared medical but who do not have sufficient seniority to hold a voluntary furlough will be expected to return to work according to the clearance date provided by their physician.

Flight attendants on sick leave may bid for and be awarded the voluntary furlough; however they must come off sick leave (OFSL) prior to the voluntary furlough start date of March 2, 2013.

Flight attendants on sick leave (ONSL) on the voluntary furlough start date of March 2, 2013 will not be placed on voluntary furlough status.

VOLUNTARY FURLOUGH STATUS/WORK HISTORY SCREEN

Unimatic work history (FDWH) will be updated to reflect voluntary furlough status. Voluntary furlough and the effective date range will appear as the current work status. See the sample FDWH screen:

	DATE	ACTION	ASGND REP:999999
037	12-17-12/FURLOUGHED		/999999...../
	FT:...../ID:...../DY:.../TM:...../HR:...../DT:030213		
	VOLUNTARY FURLOUGH 03-02-13 - 03-31-14		/

VOLUNTARY FURLOUGH AWARDS

Flight attendants will be notified by mail at their permanent address when a voluntary furlough is awarded. Prior to receiving written confirmation of the voluntary furlough award, FDMS and FDWH screens will be updated with the information. Voluntary furlough awards cannot be declined.

CREDIT UNION

You may leave your savings, checking and IRA accounts on deposit with the Credit Union.

OUTSTANDING LOANS

If you have a loan with the Alliant Credit Union, contact them directly to make arrangements to continue making regular loan payments. For any information regarding the Credit Union, contact them at (800) 328-1935.

PAYROLL DEDUCTIONS

Due to the fact that you will not be receiving regular pay after the final paycheck; deductions for savings bonds, charity, life insurance, long-term disability, etc., will be suspended. 401(k) Plan deductions/contributions will only occur if you receive eligible earnings as defined under the 401(k) Plan. However, flight attendants may be obligated to make payments while on voluntary furlough status. Refer to the specific sections within this document for more information.

INSURANCE

MEDICAL, DENTAL AND VISION

According to Section 21.A.3.d of the Agreement, a flight attendant on voluntary furlough will receive Medical, Dental and/or Vision Insurance as if an active flight attendant. If you and your dependents (if applicable) participate in a medical, dental and/or vision plan for which you pay a monthly contribution, you will be responsible to pay the monthly amount that is normally deducted from your paycheck. Medical, dental and vision coverage will continue throughout your voluntary furlough with benefits, provided you pay your employee contributions. You will receive a notification letter from the United Benefits Service Center with payment details. (Note: If you fail to pay for your coverage on time during your voluntary furlough, then your coverage will be terminated and cannot be reinstated until the earlier of (1) your return from voluntary furlough, or (2) the January 1 following the next Annual Enrollment period). If you have any questions regarding your benefits you may contact the United Airlines Benefit Center at 1-800 651-1007.

LIFE INSURANCE

The amount of life insurance you may convert to an individual policy is equal to the amount of your current company-paid employee coverage. You may also convert the amount of dependent life insurance currently in effect for your dependents. You must decide to convert your life insurance within 31 days of the effective date of your voluntary furlough. MetLife will contact you regarding your conversion option. If you do not hear from MetLife within 21 days of the effective date of your voluntary furlough, please contact MetLife 1-866-492-6983 to inquire as to the status of your conversion application form.

If you or your dependents participate in the Group Universal Life (GUL) insurance plan, you may continue coverage on a direct bill basis within 31 days from the effective date of your voluntary furlough by paying the premiums directly to the insurance carrier. MetLife will send you information regarding your portability options. If you do not hear from MetLife within 21 days of the effective date of your voluntary furlough, please contact MetLife at 1-800-523-2894 to check on the status of your options letter.

You are eligible to convert your Personal Accident Insurance (PAI). In 2013 United changed the insurance vendor from MetLife to AIG Benefits Solutions for Personal Accident Insurance. The new policy allows co-workers to convert their group policy to an individual policy. Please contact the United Airlines Benefits Center at 1-800-651-1007 to convert to an individual policy.

RETIREE LIFE INSURANCE

You will be eligible for company provided retiree life insurance provided you are

- at least age 55 with ten (10) or more years of service, or
- on May 1, 2003 you were age fifty (50) or older with ten (10) or more years of service, and
- In both cases above, you retire directly from active status, illness leave, or voluntary furlough. Please contact the United Airlines Benefits Center at (800) 651-1007 with retiree life insurance questions
- Your Retiree Life Benefit coverage is \$10,000. If your Spouse or Qualified Domestic Partner dies, you may be paid part of your insurance benefit. You may request up to 30% of your benefit coverage or \$1,000 whichever is less. Your Retiree Life Benefit coverage will continue, less any amount paid to you.
- If you or your dependents are enrolled in the Group Universal Life Benefit upon your retirement the coverage may be continued if you pay the required premiums directly to MetLife.

LONG TERM CARE INSURANCE

If you participate in the Long Term Care insurance, you may continue the insurance provided you pay for your coverage on a direct-bill basis. Contact CNA at 1-800-339-9527 to provide them with your current home address and to request to be placed on direct-bill status. If you have questions regarding your Long Term Care insurance, please call CNA. Customer Service Consultants are available Monday through Friday, between the hours of 7:00 a.m. and 5:00 p.m. CST to answer your questions.

FLEXIBLE SPENDING ACCOUNTS

If you are enrolled in a health care and/or dependent care flexible spending account (FSA) on the date of voluntary furlough, your payroll deductions will cease as of that date. The United Benefits Service Center will contact you within 45 days of your voluntary furlough date about the option to continue contributing to your FSA health care account under COBRA through the end of the calendar year on an after-tax basis. If you elect to continue contributing to a health care FSA on an after-tax basis, United Benefit Service Center will bill you for those contributions.

You may submit claims for eligible health care expenses incurred only while you were making contributions to your FSA. For example, if your voluntary furlough date is March 2 and you do

not elect to continue contributing to your health care FSA on an after-tax basis under COBRA, you cannot be reimbursed for any expenses incurred on or after March 2.

You may be reimbursed up to the available balance in your dependent care account for eligible expenses that were incurred prior to your voluntary furlough date.

You may submit claims for reimbursement from your current year FSA through April 30 of the following year. If you have any questions regarding your FSA, you may contact United Airlines Benefits Center at 1-800-651-1007.

ONLINE COMMUTER BENEFITS

You are no longer eligible to participate in Online Commuter Benefits (OCB) effective on the date of your voluntary furlough.

To suspend your payroll deductions, go to Flying Together>Employee Service>Your Benefits Resources and click on the Commuter Benefits Enrollment link in the left navigational bar. Follow the directions online to suspend your benefits. For questions regarding suspension of benefits, contact the United Airlines Benefits Center at 1-800-651-1007.

To suspend or delete recurring purchases, go to Flying Together>Employee Service>Your Benefits Resources and click on Commuter Benefits Purchases in the left navigational bar. Click on the Commuter Benefits tab on the top of the page and choose either Edit Recurring Orders or Delete Entire Order. Follow the directions to update your order. For questions regarding recurring or deleting orders, contact the United Airlines Benefits Center at 1-800-651-1007.

If you have an unused balance in your OCB account you may qualify for a refund. Please refer to the Refund Policy on Flying Together > Employee Services > Benefits (under the Subsidiary United heading) > Online Commuter Benefits. If you qualify, you should contact *the Employee Service Center at 877-UAL-ESC9 (877-825-3729)* within 30 days of the event to request a refund.

401(K) PLAN

CONTRIBUTIONS

401(k) Plan deductions/contributions will only occur if you receive eligible earnings as defined under the 401(k) Plan. However, you may continue to self-direct your account investments.

LOANS

If you have a 401(k) Plan loan outstanding, you should continue to make manual loan payments according to your amortization schedule. For details regarding how to make manual loan payments, either access your account online at www.401k.com or else you can speak with a representative at the Fidelity Service Center for United Airlines. Representatives are available by calling the Fidelity Service Center for United Airlines toll free at 1-800-245-9034 between 8:30 a.m. and midnight, Eastern Time, Monday through Friday.

Please note: If you choose not to make payments while on voluntary furlough, you must pay the missed loan repayments in order to bring the loan back into current status by the end of the calendar quarter following the calendar quarter in which you first failed to make a loan payment; otherwise the outstanding loan balance will default. Should you default on the loan, the unpaid balance is considered a taxable distribution event in the year of default and will be reported to the Internal Revenue Service (IRS). An IRS Form 1099-R reflecting the default will be issued in January of the following year.

To obtain a loan payoff balance, contact the Fidelity Service Center for United Airlines at 1-800-245-9034 or access your account online at www.401k.com.

PASS TRAVEL PRIVILEGES

Leisure pass travel privileges are provided to you, your spouse or domestic partner or enrolled friend(s), eligible dependent children and parents. You are responsible for ensuring that anyone using your pass travel privileges is familiar with the company pass travel policies, procedures, and guidelines. For your reference, company pass travel policies are located on Flying Together> Travel. Please note that you will need to click on each link to view each pass travel policy. As always, boarding priority, service charges, and other elements of the pass travel programs are subject to change at any time.

Flight attendants who elected voluntary furlough are eligible for travel privileges for the duration of the voluntary furlough and employee travel boarding priority applies. You are eligible for unlimited, space available leisure travel on United and United Express using your company seniority/service date. Consistent with active employees, you are also eligible for buddy pass travel, vacation pass travel and qualified emergency travel on United and United Express for the duration of the voluntary furlough. Qualified emergency travel must be approved by your base supervisor/manager.

SA9W policy applies to active work status employees and voluntary furloughed flight attendants. Interline/other airline pass travel is not permitted.

If you wish to change information for eligible pass riders, you must do so by going online at Flying Together and select All About Me. You are responsible for knowing that only your eligible pass riders, per company travel policy, use your travel privileges. You are also responsible for removing any pass rider who no longer meets the company travel policy eligibility requirements.

While you are on voluntary furlough, you will need to pre-pay any applicable pass travel service charges, taxes and fees, as well as buddy pass travel related charges via a credit card at the time of booking. Prepaid charges are processed to the credit card immediately upon booking travel. In order to prevent unnecessary credit card charges and refunds, co-workers are encouraged to book no more than 48 hours prior to travel. Unused reservations that are canceled prior to the departure of the outbound flight will be refunded with no additional action from the co-worker. Unused reservations that are not canceled prior to the departure of the flight will need to be refunded through www.united.com, select travel and then refunds. Co-workers will be invoiced for any additional charges that incurred after ticketing.

For example: a co-worker that pre-pays economy for themselves or their pass rider and travel is flown in premium cabin, the co-worker will be invoiced for the premium cost.

You are responsible to update your address with the company by completing the inactive employee address change form. The inactive employee address change form is available on Flying Together. Please mail the address change form to the HR Operations Center – WHQHR.

If you elect to separate or leave the company prior to reaching the retiree age and years of service requirement for retiree pass travel while you are on a voluntary furlough status, your status will be changed to separated. As a result of this change, you will no longer be eligible for active or retiree pass travel privileges.

If you elect to begin receiving pension benefits prior to Normal Retirement while on voluntary furlough status, your status will be changed to separated. As a result of this change, you will no longer be eligible for the travel privileges as an active employee.

RETIREE PASS TRAVEL PRIVILEGES

If you meet the age and active years of service requirements for retiree pass travel privileges (in accordance with the terms of the retiree program) you may retire, with retiree pass travel privileges, from a voluntary furlough by contacting United Airlines to initiate the retirement process.

INTERLINE PRIVILEGES

Interline discounts (i.e., other airline travel) will not be available during your voluntary furlough.

SENIORITY

Your seniority will be administered in accordance with Section 21 of the Flight Attendant Agreement. You will accrue both flight attendant and company seniority. If you elect to retire while on voluntary furlough, your status will be changed to separated. As a result of this change, you will no longer have a recall right.

SEPARATION

This Flight Attendant Voluntary Furlough Summary does not apply to those flight attendants whose employment status is separated. Rights and privileges of separated flight attendants are defined in the applicable Plan, Policies and the Collective Bargaining Agreement.

RETIREMENT

You may retire from voluntary furlough by contacting United Airlines to initiate the retirement process. If you are eligible to retire, you are then eligible for retiree medical benefits in accordance with the terms of those plans/programs. You should also contact the PBGC to notify them of your retirement and determine what rights you have to commence benefits under the pension plan.

DEFINED BENEFIT PENSION PLANS

Contact the Pension Benefit Guaranty Corporation (PBGC) for all information regarding the pension plans. Visit the PBGC on the Internet at www.pbgc.gov or call toll-free 1-800-400-7242 and refer to the appropriate PBGC Case Number:

Flight Attendant Defined Benefit Pension Plan – 19962800

Management, Administrative and Public Contact Defined Benefit Pension Plan – 19912600

Ground Employees' Retirement Plan – 19922400

See the subsequent sections entitled "Separation" and/or Retirement" for more information.

PAY ISSUES

Flight attendants on voluntary furlough will be eligible for Profit Sharing payouts as applicable.

SICK LEAVE

If you become ill while on Section 21 voluntary furlough status, you will not be entitled to sick leave pay. The Company's sick leave policy is intended to compensate employees for time off due to illness during their normal working schedule. Also, sick leave will not accrue while on voluntary furlough status.

VACATION

All vacation paid out will be paid at the rate of 2.75 hours per day up until February 28, 2013. After February 28, 2013 vacation will be paid at the rate of 3:00 hours per day. For hourly rate purposes, the majority of your line awards for the last five active months (3 of 5) will be used to establish whether you are paid an international or domestic rate for vacation pay.

Flight attendants on voluntary furlough will receive vacation pay for vacations that occur during the awarded month of the voluntary furlough. A check or direct deposit will be generated 45-60 days after the scheduled vacation month. All other vacation pay will be applied, as scheduled, upon return to work. Also, vacation days will not accrue while on voluntary furlough status. Vacation days for the following year's vacation will be reduced by one-twelfth (1/12th) for each consecutive 30 days or major portion of 30 days (i.e., 16 days or more) of voluntary furlough.

UNION DUES

The AFA Constitution and Bylaws requires that all flight attendants pay dues for the first 3 months of any leave status, including voluntary furlough. Flight attendants should contact the Local AFA Council with any questions about payment methods. Additionally, any flight attendant on an inactive status (i.e., voluntary furlough, leave of absence, etc.) who would like to keep her/his AFA membership active may do so.

To take advantage of this status the member must write:

Kevin Creighan
AFA International Secretary/Treasurer
Association of Flight Attendants
501 Third Street NW
Washington, DC 20001-2797

FURLOUGH PAY

Flight attendants who are awarded voluntary furlough are not eligible for furlough pay.

PAYCHECKS

Paycheck distribution or direct deposit will continue on normal payroll cycles. *Prior to the voluntary furlough effective date*, you can sign up for direct deposit by contacting the Alliant Credit Union at (800) 328-1935 or (773) 462-2000. For direct deposit at an outside bank, contact the Payroll Care Center at (866) UAL-PAYS (866-825-7297) or FLT-LINE (option 8). To change your direct deposit form of payment, complete an authorization form and forward to HQJPZ -Corporate Payroll. Also see the International Direct Deposit section of this document for international deposit changes.

Any direct deposits returned to United Airlines will be replaced with a live check. U.S.-based flight attendants who are voluntarily furloughed will receive their paychecks according to normal paycheck distribution procedures. International-based flight attendants should contact their base to coordinate pay distribution with Corporate Payroll.

PAY CHECK DEDUCTIONS

Type of Deduction	Pay	Furlough/Severance Pay
Applicable Taxes	Yes	Not applicable
401(k)/UK Stakeholder	Yes	Not applicable
Previous Salary Advances	Yes	Not applicable
Pass Travel Charges	Yes	Not applicable
Overpayments	Yes*	Not applicable

Insurance Premiums	Yes	Not applicable
Wage Assignments	Yes	Not applicable
Credit Union Deductions	Yes	Not applicable
Union Dues	Yes	Not applicable

**Must be in accordance with applicable law*

INTERNATIONAL DIRECT DEPOSIT

If a change to a direct deposit form of payment is necessary *prior to the voluntary furlough effective date*, complete the applicable authorization agreement. Authorization agreement forms can be obtained from the base mail and forms area or from a base coordinator. Completed authorization forms may be faxed to International Payroll at (713) 324-2114 or co-mailed to HQJPZ-International Payroll. Completed forms must be received by HQJPZ prior to the voluntary furlough effective date.

International-based flight attendants should use the Authorization Agreement for Direct Deposit for U.S. Banking form for direct deposit to a U. S. bank. For direct deposit to a bank outside of the U.S., you should contact base management to obtain the necessary forms. For direct deposit to an Alliant Credit Union account, contact 1-800-328-1935.

SCHEDULING ISSUES

OVERLAP TRIPS

If the last scheduled trip in February overlaps into the first day of voluntary furlough (March 2), flight attendants are responsible for flying the trip. If the last scheduled trip overlaps beyond March 2 and the trip was part of the original line of flying as awarded, the trip will be removed and the portion of the ID that operates through March 2 will be pay protected. Flight attendants will be subject to reassignment to another trip on the day(s) that are pay protected. If scheduled vacation days touch an overlap trip, the trip will be dropped and not paid.

VACATION BIDDING

Bid vacations as outlined in Section 18 of the Agreement.

INTERIM VACATION BIDDING/TRADING AND A/B RESERVE LETTER TRADES

You must be actively flying to interim vacation bid and/or trade a vacation. While on voluntary furlough status, here are the interim vacation bidding and vacation trading rules:

May trade out of a vacation within the voluntary furlough period to a vacation during the non-voluntary furlough/active period.

May not trade out of a vacation within the voluntary furlough period to another vacation within the voluntary furlough period.

May not trade out of a vacation during a non-voluntary furlough/active period to a vacation within the voluntary furlough period.

Flight attendants on voluntary furlough status are restricted from interim vacation bidding, trading vacation or A/B letter trading except as listed above.

TRANSFER REQUESTS

While on voluntary furlough status, flight attendants may have transfer request(s) on file (TRNREQ). Requests will be ranked in seniority order. Transfers will not be awarded to voluntarily furloughed flight attendants when the effective date of the transfer falls within the voluntary furlough period. However, a transfer can be awarded, regardless of the award date, to a voluntarily furloughed flight attendant if the transfer effective date occurs outside of a voluntary furlough period.

Example: A voluntary period ends on July 31. If the transfer effective date is July 15, the transfer will not be awarded to a voluntarily furloughed flight attendant. If the transfer effective date is August 15, the transfer will be awarded in accordance with Section 22 of the Agreement.

TRAINING QUALIFICATIONS

Flight attendants on voluntary furlough will not be required to maintain their qualifications during the voluntary furlough period. If you are scheduled to attend training prior to the commencement of your voluntary furlough, you will be required to attend. You will be required to attend unless you are using contractual provisions, to be released from that training obligation.

Additionally, flight attendants will not be permitted to attend training during their period of voluntary furlough, except flight attendants will need to be available for training during the month prior to their return to work date in order to be qualified to fly.

If you are currently on voluntary furlough (prior to March 2, 2013) and are awarded a new voluntary furlough, you do not need to go to training.

VISA ISSUES

On the effective date of the voluntary furlough, you will be placed on an inactive work status. *If you have a work visa, it may no longer be valid while on voluntary furlough status.* You will be required to comply with all immigration requirements as governed by your work visas. In most cases, an invalid visa will require you to leave the country. If you are currently residing in a country on a Company sponsored visa, you may be required to leave within a specified time frame. Please contact your base supervisor or Human Resource representative immediately if you have any questions as it relates to your visa.

ALE VISAS (LONDON)

At least three weeks prior to returning to work, London-based (LHRSW) flight attendants must contact London-Human Resources at 011-44-20-8276-6340, to make arrangements to reactivate your ALE Visa. You must make the necessary arrangements for your ALE Visa to avoid any interruptions in processing your return to active status.

CHECKOUT PROCESS

All flight attendants awarded a voluntary furlough must return required company-issued items including: all local parking access media (stickers, swipe cards, hanging tags). Pursers who are in possession of duty free keys/key fob must surrender **both the key and the key fob** during the voluntary furlough checkout process. These items must be returned to your base prior to the commencement of your leave.

BASE AND COMPANY MAILBOX ACCESS

Access to bases and Company mailboxes will not be available. Be sure to clear out your Company mailbox prior to your checkout process.

PARKING

Employee airport parking will not be available during the voluntary furlough. Please see Checkout Process for more information.

FLIGHT ATTENDANT OPERATIONS MANUAL/ANNOUNCEMENT BOOKLETS

Flight attendants on voluntary furlough for less than one year will be asked to retain their Flight Attendant Operations Manual (FAOM). FAOM revisions will not be issued to flight attendants on involuntary furlough. At the conclusion of their voluntary furlough, these flight attendants will be provided the FAOM revisions and an announcement booklet should there be a new one issued during their absence.

Flight attendants on voluntary furlough for one year or more will be asked to destroy the entire contents of their FAOM as part of the voluntary furlough checkout process. Updates will be provided as necessary upon return.

ADDRESS AND TELEPHONE CONTACTS

You are responsible for maintaining permanent address and telephone information. You need to update your information by using the Retiree/Inactive Address Change Form at the end of this packet. This form must be mailed back to United. Instructions are included on the form. You must update your records when you are away from your permanent address for more than 30 days.

In addition to this form, you also need to update your telephone number in your FDUG screen in Unimatic.

COMPUTER SECURITY

Flight attendants on voluntary furlough will have full access to United's computer systems. This includes Unimatic, CATS, e-note, e-mail and Flying Together. Access will be available for the duration of the voluntary furlough period.

UNIFORMS

You will not have the capability to order uniform pieces while inactive on voluntary furlough. You may continue to order uniform items up until the start of your voluntary furlough.

Please NOTE; United is currently in the process of developing a new uniform for all frontline employees, including flight attendants, with a planned implementation of mid-2013. For detailed information regarding both the current and new uniform programs, visit the Flying Together homepage or via the Inflight Services Flying Together site.

Any orders already placed for the new uniform design will be cancelled. Upon your return in 2014, you will be able to order new uniform design core/launch pieces and no uniform points will be required. In addition, you will be provided full 2014 points to order optional items for the new uniform design.

Once on furlough status you must not wear your uniform in public. Misuse of uniform or company identification to attempt to illegally gain access to airport sterile areas, airplanes or employee parking may be pursued to the fullest extent of the law. Uniform items cannot be sold, auctioned or given to charity. While on furlough, you will be ineligible from ordering uniform pieces.

If you still owe money on the original uniform, payments will be deferred until you either return to the payroll or resign. If necessary, you may contact a Cintas representative at 800-889-0331 (U.S. toll free), 0800-0515-929 (U.K. toll free), 0800-180-848 (Germany toll free), 800-905-372 (Hong Kong toll free), 00531-13-1519 (Japan toll free), Monday through Friday 7am-7pm CST, via e-mail to united@cintas.com.

RETURN TO WORK

BIDDING A SCHEDULE

All returning flight attendants will need to submit the required clearance forms as detailed in your return to work letter. All flight attendants will remain on voluntary furlough status until the Company receives the required medical clearance.

Prior to the conclusion of your voluntary furlough you will be required to complete all required training. You will be awarded a line of flying as long as your training is scheduled and you are qualified to fly prior to the first day of the month for which you are bidding. Bids open on the twelfth of the month and close the eighteenth. Flight attendants on voluntary furlough are responsible for obtaining bid packages. Obtain a bid package via Flying Together.

RETURN TO WORK MEETING

Due to frequent changes in policies and procedures, flight attendants *must attend* a return to work meeting with their supervisor. Flight attendants will be advised of the meeting details before returning to work. It is the responsibility of the flight attendant to schedule the required meeting with their assigned supervisor prior to flying their first trip.

UNEMPLOYMENT COMPENSATION

You may be eligible for unemployment insurance benefits. It is best to contact the unemployment office in the state in which you reside to file an unemployment claim. It is essential that you inform the unemployment office where you were last based because that is where your pay records were reported. To file for U.S. unemployment insurance benefits, you may be required to have a social security number and the ability to legally work in the United States. To collect, you may also be required to establish that you are trying to find employment in a recognized labor market like the United States or Canada.

For internationally based flight attendants refer to the supplemental visa/unemployment documents, which are available on Flying Together and in the base and be aware that requirements are subject to change. United Airlines defers to the respective unemployment agencies to determine whether a voluntary layoff qualifies for unemployment benefits.

OUTSIDE EMPLOYMENT OPPORTUNITIES

Flight attendants may pursue and accept other employment while on voluntary furlough status; however employment with another airline is subject to prior, written approval by United's Ethics and Compliance Office. Contact your Base Supervisor.

EMPLOYMENT VERIFICATION

Employment verification calls are taken by The Work Number.

The individual verifying your employment and/or salary should contact The Work Number at 1-800-367-5690 or at www.theworknumber.com and have the following information available:

- Company name: United Airlines
- Employer code: 10209
- Your social security number

If proof of both employment and wages is needed, you will need to give the verifier permission to access information with a Salary Key. A Salary Key can be obtained by visiting www.theworknumber.com or by calling 1-800-367-2884. Then you will need to enter a personal identification number – your birth date (MMDDYY).

Questions may be directed to The Work Number's Client Service Center at 1-800-996-7566 from 7 a.m. until 8 p.m., Central time.

Note: This document is intended to serve only as a summary of your benefits and privileges related to voluntary furlough. Each of the benefits/privileges described here is based on a plan document, Contract, or Company policy. If this document conflicts, presently or in the future, in any respect with the legal document, Contract, or Company policy on which it is based, the legal document, Contract, or Company policy will govern your benefits. Refer to the Summary Plan Description (available on Flying Together or by calling United Airlines Benefits Center: 1-800-651-1007) for more detailed information about the benefits described herein. With respect to the pension plans administered by the PBGC, the foregoing is subject to their determinations.



UNITED AIRLINES CONTACTS AND BENEFITS QUICK REFERENCE LIST

Current United Information

2013 Benefits

General Company Information: www.united.com

United Airlines Benefits Center at 1-800-651-1007

Flying Together – <https://flyingtogether.ual.com>

Career Planning Resources

From the Flying Together home page, click on the
“Employee Services” link, Career Services

Alliant Credit Union

Credit Union Information: 1-800-328-1935 or
www.alliantcreditunion.org

Medical PPO (Traditional) Option

BlueCross BlueShield: 1-800-5-FLY-UAL
(1-800-535-9825) or www.bcbsil.com/united

Blue Care Connection (24/7 nurse hotline):
1-800-299-0274

Express Scripts/Medco (for prescription drugs):
1-800-864-1425 or www.medco.com

Behavioral Health

Value options (BCBS Traditional PPO)
1-800-882-6501 or
www.achievsolutions.net/unitedarlines

Employee Assistance Program (EAP):
1-866-324-4327 & AFA- 1-800-424-2406

Life Insurance Vendor

MetLife: 1-800-523-2894 (GUL)

Disability Insurance Vendor

United Airlines is providing you with several resources for information and support during your voluntary furlough.

To the right, you will find a Quick Reference List of phone numbers and web sites. Cut along the dotted line, and put the list in a convenient location for your reference. If you do not have a home computer, remember that your local library or unemployment office should be able to provide you access to the Internet.

Flying Together

You will have access to Flying Together available at
<https://flyingtogether.ual.com>

The site includes human resources and career planning information including:

- Benefits Information
- Pass Travel Privileges Information
- Career Resources
- Reduction-in-Force Policies
- Credit Union Web Site Link

MetLife: 1-888-825-3368

Long Term Care (LTC) Vendor

CNA: 1-800-339-9527

Traditional Dental Plan

MetLife: 1-888-825-3368 or www.metlife.com/dental

Dental Health Maintenance Organizations

Aetna: 1-800-843-3661 or www.aetna.com/united

Dependent Eligibility

877-UAL-ESC9, option 9, option 1

Vision Service Plans

VSP: 1-800-877-7195 or www.vsp.com

Superior Vision: 1-800-507-3800 or

www.superiorvision.com

COBRA-2013

United Airlines Benefits Center: 1-800-651-1007

Flexible Spending Accounts

United Airlines Benefits Center: 1-800-651-1007

Pass Travel Privileges Information

From the Flying Together home page, click on the
'Travel' link

Listing:

EmployeeRes through Flying Together

mobileRES- <http://mobileRES.ual.com>

United Pass line- 1-866-FLY-EPAS

Note: For those without home Internet access, your
public library or unemployment office can provide
Internet.

RETIREE / INACTIVE ADDRESS CHANGE FORM

INSTRUCTIONS: If your permanent address has changed, please complete this form and return it by mail. Once this form has been processed, your address will be updated with the medical insurance carrier and in United Airlines' database.

To change your address with your pension payer and/or 401(k) administrator, please contact them directly.

Name: _____

United ID Number: _____

Effective Date of Address Change: _____

New Address:

(Street)

(Unit, Apartment, or other address line 2)

(City, State, Zip)

Has your telephone number changed? ☐ Yes ☐ No

New Telephone Number: _____

Signature: _____

Date: _____

Please return this completed form to:

United Airlines

WHQHR – Employee Service Center

Willis Building – 15th Floor

P.O. Box 66100

Chicago, IL 60666

If you have any questions, please call the United Airlines Benefit Center at 1-800-651-1007.