

Involuntary Furlough

For s-UA Flight Attendants

April 1, 2014

Table of Contents

Appendices.....	2
Stay Connected/Phone Contacts	2
Inactive Address Change Form.....	2
General Information.....	3
Involuntary Furlough Status Screen.....	3
Credit Union	3
Outstanding Loans	3
Payroll Deductions	3
Insurance.....	3
Medical and Dental.....	3
Vision Coverage	4
Life Insurance	4
Long Term Disability (LTD) Insurance.....	4
Long Term Care Insurance	5
Flexible Spending Accounts.....	5
401(k).....	5
Contributions	5
Loans.....	5
Distributions.....	6
UK Group Stakeholder Plan	6
Defined Benefit Pension Plans.....	6
Travel Privileges	7
Travel Privileges	7
Interline Discounts.....	8
Retirement.....	8
Seniority	8
Pay Issues	8

Furlough Call Center: **(800)-FLT-LINE (358-5463)** - (option 4,4)

Hours of operation: Monday-Friday 0700-2300 Central time

E-mail questions to flightattendantfurlough@united.com

Sick Leave.....	8
Vacation Pay	8
Furlough Pay	9
Paychecks.....	9
Pay Check Deductions	10
International Direct Deposit.....	10
Overlap Trip	10
Training	11
Change in Status (Employee Profile)	11
Visa Issues	11
ALE Visas (London).....	11
Checkout Process/Return of Company Items	11
Base and Company Mailbox Access.....	111
Parking	111
Flight Attendant Operations Manual/Announcement Booklets	12
Address and Telephone Contacts.....	12
Computer Security	12
Uniforms.....	12
Unemployment Compensation	13
Outside Employment Opportunities	13
Employment Verification.....	13
COMAT Shipping Procedures	14
Recall Rights.....	14

Appendices

Stay Connected/Phone Contacts

Retiree/Inactive Address Change Form

Furlough Call Center: **(800)-FLT-LINE (358-5463)** - (option 4,4)

Hours of operation: Monday-Friday 0700-2300 Central time

E-mail questions to flightattendantfurlough@united.com

General Information

Flight attendants are involuntary 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.*

Involuntary Furlough Status Screen

Unimatic work history (FDWH) will be updated to reflect involuntary furlough status.

INVOLUNTARY FURLOUGH and the effective date range will appear as the current work status.

See the sample FDWH screen entry for affected flight attendants which is shown below...

```
FDWH/XXXXXX/LAST      /FIRST    /X /UAL
  DATE  CODE  ACTION  ASGND REP:   123456
000 /   04-01-14/   FUR/FURLOUGHED   /   ...../
FT:  .... /ID:  ... /DY:  ... /TM:  ... /HR:  .... /DT:040114/
POINTS:      0.0/      DTY:  .... /
CMTS:                /
CMTS:                /
```

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 or access the website at alliantcreditunion.org.

Payroll Deductions

Due to the fact that you will not be receiving regular pay after the final paycheck, payroll deductions for 401 (k), charity, life insurance, long-term disability, etc., will be suspended. Flight attendants may be obligated to make 401(k) loan payments while on involuntary furlough status. Refer to the specific sections within this document for more information.

Insurance

Medical and Dental

On the effective date of your furlough, you and your eligible dependents may elect to continue your current coverage in the medical and/or dental plan(s) under COBRA for up to 18 months. You will receive detailed information from the United Airlines Benefit Center, within 45 days of your furlough date regarding your rights under COBRA. You must complete the COBRA enrollment to receive the three months of company subsidized coverage.

For the first three months of COBRA coverage United will continue to pay the employer contribution portion of the medical and dental plan(s). You are required to pay the employee portion. The United

Furlough Call Center: **(800)-FLT-LINE (358-5463)** - (option 4,4)

Hours of operation: Monday-Friday 0700-2300 Central time

E-mail questions to flightattendantfurlough@united.com

Airlines Benefit Center will bill you for the employee portion. At the end of the three-month period, to continue your coverage for the remaining 15 months, you will be required to pay the full cost of the coverage plus a 2% administrative fee.

If you have any questions regarding your current medical and/or dental benefits or your eligibility under COBRA, please call the United Airlines Benefit Center at 800-651-1007.

Vision Coverage

You can continue vision coverage for 18 months through the COBRA continuation provisions. You will be required to pay the full cost of coverage, plus a 2% administrative fee (no company subsidy is available).

Life Insurance

If you participate in the Group Universal Life (GUL) insurance plan, you may continue your coverage while you are involuntarily furloughed by paying the premiums directly to Minnesota Life.

In 2014, United changed administrators from MetLife to Minnesota Life. Minnesota Life will send you information on conversion options for your company-paid coverage or an options letter to continue your GUL 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 may contact Minnesota Life at 1-866-887-1043 for additional information

You must decide within 31 days of the effective date of your involuntary furlough if you would like to continue your coverage. If you do not receive your information within 21 days of your involuntary furlough date, contact Minnesota Life at the phone number above.

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.

Long Term Disability (LTD) Insurance

If you are enrolled in Long Term Disability coverage prior to the involuntary furlough, your coverage will end at the end of the month after your furlough date. Your disability coverage will be reinstated without Evidence of Insurability upon your return from furlough.

If you are receiving long term disability benefits prior to the involuntary furlough, your long-term disability benefits will continue in accordance with the terms of the plan.

Long Term Care Insurance

If you participate in the Long Term Care insurance, you may continue 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. Central time to answer your questions.

Flexible Spending Accounts

If you are enrolled in a health care and/or dependent day care flexible spending account (FSA) on the date of involuntary furlough, your payroll deductions will cease as of that date. If you are enrolled in a health care FSA on the date of involuntary furlough, the United Airlines Benefits Service Center will mail you information within 45 days after your furlough date about the option to continue contributing to your FSA on an after-tax basis through the end of the calendar year. If you elect to continue contributing to a health care FSA on an after-tax basis, the United Airlines Benefits 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 involuntary furlough date is October 31, 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 October 31. To cover claims incurred after October 31, you must continue contributing to your health care FSA on an after tax basis. In either case, you may submit claims for reimbursement from your current year FSA through April 30 of the following year. Any eligible dependent day care expenses incurred through the date of your involuntary furlough may be submitted for reimbursement up to the balance in your account.

If you have any questions regarding FSAs, you may contact the United Airlines Benefits Service Center at 800-651-1007.

401(k)

Contributions

You are not eligible to continue making contributions to your 401(k) account, as contributions are only accepted via payroll deduction. However, you may continue to self-direct your account investments.

Loans-

Any outstanding loan will be re-amortized to a monthly payment frequency and you will have the opportunity to make regular payments on your loan. You may make regular payments (before the loan goes into default, as described the next paragraph) by establishing recurring monthly ACH payments (i.e. electronic bank transfers) or by submitting certified checks and/or money orders. If you choose the ACH option, you must also make any missed payments to bring the loan current.

Furlough Call Center: **(800)-FLT-LINE (358-5463)** - (option 4,4)

Hours of operation: Monday-Friday 0700-2300 Central time

E-mail questions to flightattendantfurlough@united.com

If you have an outstanding loan from your 401(k) Plan account, and you do not either continue to make regular loan payments or pay your outstanding loan balance in full, the unpaid balance will be treated as a loan default on the earlier of: 1) the date you request a distribution of your Plan account; or 2) the end of the calendar quarter following the calendar quarter in which you first fail to make a scheduled loan payment. Should you default on the loan, the unpaid balance will be reported to the Internal Revenue Service (IRS) as a taxable event in the year of default and may be subject to an IRS tax penalty. An IRS Form 1099-R reflecting the default will be issued in January of the following year. For more information, access your Plan account online at www.401k.com or call the Fidelity Service Center for United Airlines at 1-800-245-9034.

Distributions

Generally, benefits are payable from the Plan ninety (90) days following the effective date of your involuntary furlough. If you request a distribution of your account before any outstanding loan you may have from the Plan is paid in full, the outstanding loan amount will be considered a taxable distribution and may be subject to an IRS tax penalty.

If your account balance exceeds \$1,000, you may defer receipt of your benefits to a later date (distributions are required to start at age 70½).

For more information, refer to your Summary Plan Description (SPD) or speak with a 401(k) Plan representative 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.

UK Group Stakeholder Plan

LHR-based Flight Attendants who participate in the UK Group Stakeholder Plan in lieu of the U.S. 401(k) Plan will be sent a letter approximately 70 days after the last contribution is made to their Plan account outlining their options with respect to the Plan. The letter will be mailed to their home address recorded with the UK Group Stakeholder Plan.

Flight Attendants should direct any questions regarding the Plan to the UK Fidelity Pensions Service Centre by sending an e-mail to pensions.service@uk.fil.com or by calling 08457 234235 (from the UK) or +44 1737 838 585 (outside the UK).

Defined Benefit Pension Plans

Contact the 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:

Defined Benefit Pension Plan	PBGC Case Number
Flight Attendant	19962800
Management, Administrative and Public Contact	19912600
Ground Employees'	19922400

Furlough Call Center: **(800)-FLT-LINE (358-5463)** - (option 4,4)

Hours of operation: Monday-Friday 0700-2300 Central time

E-mail questions to flightattendantfurlough@united.com

To initiate the pension payment process, request a pension application by calling the PBGC or go to www.pbgc.gov and complete an online application. United recommends that employees request a pension application at least four months before the desired date of the first pension payment.

If the PBGC determines that you are eligible to receive a pension benefit but you are not eligible for Normal Retirement under the Pension Plan and you still elect to begin receiving pension benefits while on involuntary furlough status, your employment status must be changed from involuntary furloughed to terminated. If your status is changed from furloughed to terminated, you will no longer have any recall rights, and you will not be eligible for continued travel privileges, retiree medical benefits and retiree travel privileges.

Travel Privileges

Travel Privileges

If the checkout process is properly completed, you and your eligibles (spouse or domestic partner and/or enrolled friend(s), eligible children, and two parents) will be eligible to use unlimited space-available travel privileges on United for six (6) months ("The Travel Period") from the date that the furlough started. Involuntarily furloughed flight attendants are not eligible for interline/offline travel (including emergency travel).

Pleasure travel privileges are provided to you, your eligible dependents, including parents, and buddies. You are responsible for ensuring that your travel eligibles are familiar with company travel policy, rules, and regulations.

The extended travel period for employees who have been furloughed is six (6) months from the effective date of involuntary furlough, and employee travel policy boarding priorities apply. You are eligible for unlimited non-revenue space available pleasure travel on United and United Express using your company seniority date.

SA9W fee-waived boarding policy applies to active work status employees only and does not apply to furlough employees. Interline/Offline travel is not permitted.

If you are in possession of a United travel card, you must turn in your travel card on your last day at work. The travel card will be placed in your local personnel file.

If you wish to change information for travel eligibles, you must do so by going online at <https://FlyingTogether.ual.com> > Employee Services > MyInfo/All About Me > Travel. You are responsible for seeing that only your eligible pass riders, per company travel policy, use your travel privileges. You are also responsible for removing any travel eligible who no longer meets the company travel policy eligibility requirements.

All service charges, taxes and fees will be pre-paid in advance at the time of booking space-available travel through employee RES.

You are responsible to update your address with the company. Please use the Inactive Employee Address Change Form located at the end of this packet.

Furlough Call Center: **(800)-FLT-LINE (358-5463)** - (option 4,4)

Hours of operation: Monday-Friday 0700-2300 Central time

E-mail questions to flightattendantfurlough@united.com

As described in the Defined Benefit Pension Plan section of this packet, your status may need to be changed from furloughed to terminated if you elect to begin receiving pension benefits while on furlough status. As a result of this change, you will no longer be eligible for the furlough travel privileges.

Interline Discounts

Interline discounts (i.e., other airline travel, hotel, car rental, cruises, Federal Express shipments, etc.) will not be available.

Retirement

You may not retire directly from involuntary furlough status. You may elect to change to terminated status while on involuntary furlough by contacting United to initiate the process. If you choose to terminate from United while on furlough status, you will not maintain any recall rights and you will not be eligible for any retiree medical benefits and retiree travel privileges.

If you return to service with United after being recalled from involuntary furlough, you are eligible to retire, subject to the terms and conditions of the applicable collective bargaining agreement in effect at the time of return, benefit plan documents and travel privilege policies.

Seniority

Your seniority will be administered in accordance with Section 21 of the Flight Attendant Agreement. You will retain your classification seniority, but it will not accrue. You will, however, accrue Company seniority.

Pay Issues

Sick Leave

If you become ill while on involuntary 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 involuntary furlough status.

Vacation Pay

All vacation paid out will be paid at the rate of 3.00 hours per day up until February 28, 2014. Effective February 28, 2014 vacation will be paid based on the following:

- If, in the prior vacation accrual year (September 1, 2012 through August 31, 2013) you were paid less than nine hundred thirty-six (936) hours of flight time credit, your vacation pay rate shall be three hours (3:00) per vacation day prorated for any partial day.
- If, in the prior vacation accrual year (September 1, 2012 through August 31, 2013) you were paid at least nine hundred thirty-six (936) hours of flight time credit, your vacation pay rate shall be three hours and fifteen minutes (3:15) per vacation day prorated for any partial 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.

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 involuntary furlough will receive all unused vacation for 2014 and accrued vacation for 2015 in a check or direct deposit that will be generated 45-60 days after the effective date of the involuntary furlough.

Vacation days will not accrue while on involuntary furlough status.

Furlough Pay

Section 21.H of the Agreement provides for your furlough pay (severance allowance). After completing one year of **active** Company service, you are eligible for furlough pay. Your pay will be determined by your Company seniority and shall be computed on the basis of your flight attendant pay in accordance with Section 21.H.2 of the Flight Attendant Agreement.

It will be paid on the same frequency as your regular paycheck was issued. For hourly rate purposes, the pay rate will be utilized based upon 71 hours for furlough pay. Regular tax deductions such as Federal, State and Social Security/Medicare will be made along with any wage attachments, previous salary advances and overpayments. There will not be any Credit Union, Flexible Spending Account or 401(k) Plan deductions. Furlough pay is not considered in the definition of earnings for United contributions to your 401(k), Plan account.

Paychecks

Paycheck distribution or direct deposit will continue on normal payroll cycles. *Prior to the involuntary 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 877-825-3729, option 5 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 USD check. U.S.-based flight attendants who are involuntarily furloughed will receive their paychecks according to normal paycheck distribution procedures. International-based flight attendants should contact their base to determine how pay documents will be distributed.

Pay Check Deductions

Type of Deduction	Regular Pay	Furlough/Severance Pay
Applicable Taxes	Yes	Yes
401(k)	Yes	No
Previous Salary Advances	Yes	Yes
Pass Travel Charges	Yes	No
Overpayments	Yes	Yes
Insurance Premiums	Yes	No
Wage Assignments	Yes	Yes
Credit Union Loans	Yes	No
Union Dues	Yes	No

International Direct Deposit

If a change to a direct deposit form of payment is necessary *prior to the involuntary 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 Corporate Payroll at 713-324-2114 or co-mailed to HQJPZ Flight Attendant International Desk. Completed forms must be received by HQJPZ prior to the involuntary 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.

Direct deposits that are returned to United Airlines will be replaced with a USD check and sent to the permanent address.

Overlap Trip

If the last scheduled trip in March overlaps into April 1 (the start date of the involuntary furlough) and the trip was part of the original line of flying as bid, the trip will be removed and the portion of the ID through 23:59 of March 31 will be pay protected. Flight attendants will be reassigned to another trip on the day or days protected and will be paid the greater of the value of the portion of the original ID or the ID to which reassigned.

Furlough Call Center: **(800)-FLT-LINE (358-5463)** - (option 4,4)

Hours of operation: Monday-Friday 0700-2300 Central time

E-mail questions to flightattendantfurlough@united.com

Training

Involuntarily furloughed flight attendants cannot bid for or attend training while on involuntary furlough. Once recalled, flight attendants will be advised of any training needs and the processes to complete the required training.

Change in Status (Employee Profile)

To complete the involuntary furlough process, each employee will receive a copy of their employee profile (formerly UG-100) that outlines their updated employment status and any pay and/or vacation that is due. The copy of the employee profile is United's paper copy of employee job and pay activities. A copy of the employee profile will be sent under separate cover to the permanent address. Upon receipt of the copy of the employee profile, please review it to ensure accuracy. Contact your BASE supervisor with any question.

ALE Visas (London)

Upon notification of recall, London-based (LHRSW) flight attendants must contact London-Human Resources at 011-44-20-8276-6342, 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/Return of Company Items

Due to governmental and corporate security policy changes, all flight attendants awarded involuntary furlough must return required company-issued items including; TSA identification badge and all local airport-issued identification badges and 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 involuntary furlough checkout process. There will be a return-addressed Federal Express envelope in your award packet with a deadline to return these items. Failure to return the above mentioned items will result in a suspension of your travel privileges and notification to appropriate governmental authorities.

Base and Company Mailbox Access

Access to base 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 involuntary furlough. Please see Checkout Process for more information.

Flight Attendant Operations Manual/Announcement Booklets

Flight attendants on involuntary furlough for less than one year will be asked to retain their Flight Attendant Operations Manual (FAOM). At the conclusion of their involuntary furlough, these flight attendants will be provided the FAOM revisions issued during their absence.

Flight attendants on involuntary furlough for more than one year will be asked to destroy the entire contents of their FAOM, but retain the binder, as part of the involuntary furlough checkout process. A FAOM and any necessary revisions/bulletins will be provided upon return.

FAOM revisions will not be issued to flight attendants on involuntary furlough.

Address and Telephone Contacts

You are responsible for maintaining permanent address and telephone information. You need to update your information by using the Inactive Address Change Form at the end of this packet. To obtain another copy of this form you will need to contact the Employee Service Center – HR Operations at 877-825-3729. 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.

Computer Security

Involuntarily furloughed flight attendants will have access to Flying Together, but will not have access to other United computer systems (Unimatic, SHARES,) while on involuntary furlough.

Uniforms

Basic uniforms items are retained during your involuntary furlough. Any outstanding uniform orders will be cancelled and you will not be able to order uniform pieces while on involuntary furlough.

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.

In the event you are recalled to active service per Section 21 of the Collective Bargaining Agreement, you will have the opportunity to order new uniform items prior to your return. You are responsible for returning to work with all required items.

Uniform points accrued/unused prior to the start of your involuntary furlough will be retained and subsequently available to you 60 days prior to the date of return from your involuntary furlough.

Upon your return, when missing items are replaced, you will bear the cost if you did not have an accrued/unused uniform point allotment balance remaining at the time you began your involuntary

furlough. If items become obsolete during the involuntary furlough period, the company will furnish and pay for new uniform pieces.

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/SkyNet and in the base and be aware that requirements are subject to change.

Outside Employment Opportunities

Flight attendants may pursue and accept other employment while on involuntary furlough status.

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

Note: Foreign nationals who do not have a SSN must provide their international worker ID number to the prospective employer who will in turn use that in place of the SSN with our vendor, The Work 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.

COMAT Shipping Procedures

Flight Attendants on involuntary furlough status are authorized to ship 750 pounds Domestically or 1000 pounds Internationally of personal property. An authorization form can be obtained from the Base to be completed/signed by the Base Director.

Flight attendants must contact the Cargo Department in the departure city for information about shipping requirements, place of delivery and other arrangements. All shipments will move space available after all revenue cargo and Company material shipments. Certain *blackout dates* may apply. United assumes no liability for loss, damage, spoilage or mortality. Co-workers concerned about loss or damage of household items should contact their homeowners or renters insurance representative about purchasing a rider to cover the goods being shipped. Automobiles will not be accepted. Reduced rate shipping may not be used in connection with any private business venture or for personal gain. Co-workers are responsible for all applicable taxes, surcharges, or other fees (such as storage) as outlined in the Air Freight Tariff Rules on our site at unitedcargo.com. As required of all customers, co-workers must package all goods to withstand the normal handling of air transportation. Unpacked cargo will not be accepted. Co-workers are required to recover their shipments within 48 hours of arrival or will be required to pay applicable storage charges. United will not be responsible for storing shipments beyond 48-hours of arrival.

Flight Attendants should first check with the Cargo Department at 1-800-421-2456 regarding the type of aircraft serving the origin/destination and available cargo space prior to making a request.

Recall Rights

Your recall rights will be administered in accordance with Section 21 of the Flight Attendant Agreement. You will be notified by certified letter at least thirty (30) days in advance of the need for you to return to United. However, you must respond to this recall notice within fourteen (14) days after receiving the notification. Although we anticipate recall to your present base, it is possible that you may be recalled to a different base. If you currently have an emergency transfer, it will be rescinded. You will be on involuntary furlough from your permanent base and recalled in accordance with Section 21.B of the Agreement. It is extremely important that you provide the Company with a current mailing address and telephone contact and that you keep your address up to date with the Company throughout the involuntary furlough. All recall rights expire six (6) years from the effective date of the involuntary furlough or sooner if recall is offered and declined at an earlier point of time.

Note: This document is intended to serve only as a summary of your benefits and privileges related to involuntary 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 Benefits Service Center: 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.

Furlough Call Center: **(800)-FLT-LINE (358-5463)** - (option 4,4)

Hours of operation: Monday-Friday 0700-2300 Central time

E-mail questions to flightattendantfurlough@united.com



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.

UNITED AIRLINES CONTACTS AND BENEFITS QUICK REFERENCE LIST

Current United Information

2014 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

Aetna: 1-800-334-0110 or www.aetna.com/united

Express Scripts (for prescription drugs) 1-800-864-1425 <http://www.express-scripts.com/>

Life Insurance Vendor

Minnesota Life: **1-866-887-1043** (GUL)

Disability Insurance Vendor

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

Furlough Call Center: **(800)-FLT-LINE (358-5463)** - (option 4,4)

Hours of operation: Monday-Friday 0700-2300 Central time

E-mail questions to flightattendantfurlough@united.com

Involuntary Furlough for Flight Attendants

Flying Together	Vision Plans VSP: 1-800-877-7195 or www.vsp.com
You will have access to Flying Together available at	Superior Vision: 1-800-507-3800 or www.superiorvision.com COBRA-2014 United Airlines Benefits Center: 1-800-651-1007
The site includes human resources and career planning information including:	Flexible Spending Accounts United Airlines Benefits Center: 1-800-651-1007 Travel Privileges Information Travel News: Flying Together
• Benefits Information	Note: For those without home Internet access, your public library or unemployment office can provide Internet.
• Travel Privileges Information	
• Career Resources	
• Reduction-in-Force Policies	
• Credit Union Web Site Link	

Furlough Call Center: **(800)-FLT-LINE (358-5463)** - (option 4,4)

Hours of operation: Monday-Friday 0700-2300 Central time

E-mail questions to flightattendantfurlough@united.com

Involuntary Furlough for Flight Attendants

Inactive Employee Address Change Form

INSTRUCTIONS: This form should be completed by employees, leave of absence, furloughed. Please complete this form and return it to the Employee Service Center via fax at (847) 700-3650 or via email ESC@united.com.

PLEASE PRINT ALL INFORMATION BELOW

Name

Employee ID Number

Address Change Information

Effective Date of the Change: _____

Street: _____

Unit, Apartment, or other address line 2: _____

City, State, Zip: _____

Home Phone Number: _____

Mobile Phone Number: _____

Signature: _____ **Date:** _____

To change your personal information with your pension payer and/or 401(K) Administrator, please contact them directly.

Note Retiree's should not complete this form. They MUST contact the United Airlines Benefits Center at 1-800-651-1007.

For additional questions you may contact the Employee Service Center at 877-825-3729 Mon-Fri 8:00am to 5:00pm CT.
