



Voluntary Furlough

For Flight Attendants

June 1, 2011

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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 May 31, 2011. The medical clearance must be received and approved by company medical by the close of day April 21, 2011 (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 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 June 1, 2011.

Flight attendants on sick leave (ONSL) on the voluntary furlough start date of June 1, 2011 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 for flight attendant Sunny Day, which is shown below.

```
FDWH/123456/DAY /SUNNY /A /ORD
DATE ACTION ASGND REP:999999
001 06-01-11/FURLOUGHED /999999...../
FT:...../ID:.... /DY:.../TM:..:.. /HR:....:.. /DT:060111
VOLUNTARY FURLOUGH 06-01-11 - 03-01-12 /
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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 questions you may contact the United Benefits Service Center at 1-888-825-0188.

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 at 800-GET MET8 (1-800-438-6388) to inquire as to the status of your conversion application form.

If you participate in the Group Universal Life (GUL) insurance plan, you may continue your 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 the above phone number to check on the status of your options letter.

As of the effective date of your voluntary furlough, you are no longer eligible to participate in the 24-Hour Personal Accident Insurance plan and coverage is suspended until you return to work.

Retiree Life Insurance

You will be eligible for 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,
- in both cases above, you retire directly from active status, illness leave, or voluntary furlough.

Please contact the United Benefits Center at (888) 825-0188 with retiree life insurance questions.

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. CDT 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 June 1 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 June 1.

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 ADP FSA Services at 1-800-654-6695.

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 www.ualbenefits.com and click on Commuter Benefits Enrollment link in the left navigational bar. Follow the directions online to suspend your benefits. For question regarding suspension of benefits, contact the United Benefits Service Center at 1-888-825-0188.

To suspend or delete recurring purchases, go to www.ualbenefits.com 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 Participant Solution Center at 1-800-654-6695.

If you have an unused balance in your OCB account you may qualify for a refund. Please refer to the Refund Policy on SkyNet > Employee Services > Benefits > 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.

Defined Benefit Pension Plans

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 and retiree travel privileges 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.

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 section entitled "Separation" for more information.

Travel Privileges

Pleasure travel privileges are provided to you, your spouse/domestic partner/enrolled friend, eligible dependent children, including parents, and companions. You are responsible for ensuring that anyone using your travel privileges is familiar with company travel policy, rules, and regulations. For your reference, company travel policy is located on SkyNet>Travel>Travel Policy. Please note that you will need to click on each link to view the policy. Please note that the current pass travel privileges will change as we harmonize the Continental and United subsidiaries' pass travel programs. 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 policy boarding priorities apply. You are eligible under the Interim Travel Policy to unlimited non-revenue space available (NRSA) pleasure travel on United and United Express using your company seniority date. Consistent with active employees, you are also eligible for companion travel and emergency travel on United and United Express for the duration of the voluntary furlough. Emergency travel must be approved by FAST supervisor/manager.

In addition, you are eligible for unlimited travel on subsidiary Continental. Please see the Interim Travel Policy on Skynet for complete details about travel on subsidiary Continental.

BP 10 policy applies to active work status employees and voluntary furloughed flight attendants. Interline travel is not permitted. If a U.S. payroll employee has not completed the E-Travel Authorization of Payroll Deduction while active status, the employee will remain ineligible for unlimited NRSA travel privileges until the E-Travel Authorization of Payroll Deduction is completed. For more information regarding the E-Travel Authorization of Payroll Deduction, please visit SkyNet's "Travel" section and link to "Travel Information" and click on E-Travel Authorization Form for more details.

Any A:14 09 Award Incentive Travel Segments earned while actively employed are available for use during your voluntary furlough travel privilege period. Incentive Segments are valid for two years and may be used up to the date of expiration or until you are no longer eligible for travel privileges, whichever is shorter. The A:14 09 incentive segments will expire on March 4, 2012.

If you wish to change information for travel eligibles, you must do so by going online at www.ualbenefits.com or by calling the United Benefits Service Center at 1-888-825-0188. You are responsible for seeing that only travel eligibles, per company travel policy, use your travel privileges. You are also responsible for removing any family member who no longer meets the company travel policy eligibility requirements.

You will receive an invoice at your permanent address on record with the company and are responsible for payment of any applicable travel service charges, companion fares, transportation taxes and fees. Payment must be made by the invoice due date in order to maintain continuous uninterrupted travel privileges. You are responsible to update your address with the company by contacting the United Benefits Service Center at 1-888-825-0188 to obtain the inactive employee address change form. The inactive employee address change form is also available on SkyNet. Please mail the address change form to the HR Operations Center – WHQHR.

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.

Interline Benefits

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

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.

Pay Issues

Flight attendants on voluntary furlough will be eligible for Success Sharing payouts and 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 2.6 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 ($1/12^{\text{th}}$) 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 – 6th Floor
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 WHQPZ-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 domicile 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

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 domicile mail and forms area or from a domicile coordinator. Completed authorization forms may be faxed to Corporate Payroll at (847) 700-7840 or co-mailed to WHQPZ-International Desk. Completed forms must be received by WHQPZ 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 domicile 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 overlaps beyond June 1 and the trip was part of the original line of flying as awarded, the trip will be removed. The portion of the ID that operates through June 1 will be pay protected. Flight attendants will be subject to reassignment to another trip on the day(s) that are pay protected.

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, trade a vacation or trade A/B reserve letters. 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 letters 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.

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 FAST 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

Due to governmental and corporate security policy changes, all flight attendants awarded voluntary 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 voluntary 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.

Domicile and Company Mailbox Access

Access to domiciles 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 during voluntary 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.

Obtaining Miscellaneous Forms

Commonly used forms are available from the Documents and Policies section of SkyNet, or by contacting FAST.

Computer Security

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

Uniforms

Basic uniform items are retained by flight attendants on voluntary furlough. You are responsible for returning to work with all required items. 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. 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 voluntary furlough. If items become obsolete during the voluntary furlough period, the company will furnish and pay for new uniform pieces. If you still owe money on the original uniform, payments will be deferred until you either return to the payroll or resign. Uniform points accrued/unused prior to the start of your voluntary furlough will be retained and subsequently will be available to you 60 days prior to the date of return from your voluntary furlough. Outstanding uniform orders will be placed on hold during your voluntary furlough. 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 a Statement of Health and fax it to the Flight Attendant Support Team (FAST) at 847-364-2445. However, if unable to return to work due to their own medical condition, injury or maternity status, they will need to fax an Absence Certificate completed by their treating physician to Company Medical at 847-700-2600. If pregnant, fax a pregnancy certificate to 847-364-2445. All flight attendants will remain on voluntary furlough status until clearance from OPCMD is received at the FAST. Flight attendants must complete and fax the Statement of Health, CHRC Form, SIDA form and copy of passport by deadline dates communicated in a Voluntary Furlough Return to Work letter.

Prior to the conclusion of your voluntary furlough you will be required to complete any necessary 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 SkyNet.

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.

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 domiciled 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 SkyNet and in the domicile 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 supervisor in the FAST.

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 SkyNet or by calling United Benefits Service Center: 1-888-825-0188) 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 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.

SkyNet

You will have access to SkyNet available at <https://united.intranet.ual.com>. The site includes human resources and career planning information including:

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

UNITED AIRLINES CONTACTS AND BENEFITS QUICK REFERENCE LIST

Current United Information

General Company Information: www.united.com

United Benefits Service Center: 1-888-825-0188

SkyNet

<https://united.intranet.ual.com>

Career Planning Resources

From the SkyNet home page, click on the “Career Gateway” link, Career Development Resources

Alliant Credit Union

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

Employee Assistance Program (EAP)

1-888-245-1279 (toll free)

1-800-842-9489 (TDD/TTY)

or www.liveandworkwell.com

access code: UAL

Medical Health and Wellness 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

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

Optum Health: 1-888-245-1279 or www.liveandworkwell.com

Life Insurance Vendor

MetLife: 1-800-438-6388

Disability Insurance Vendor

MetLife: 1-888-825-3368

Long Term Care (LTC) Vendor

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.aetnanavigator.com

Dependent Eligibility Vendor

BUDCO: 1-800-899-0572

Vision Service Plan

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

COBRA

ADP COBRA: 1-888-825-0188

Flexible Spending Accounts

ADP FSA: 1-800-654-6695 or
www.flexdirect.adp.com

Travel Privileges Information

Travel News: SkyNet at united.intranet.ual.com

Listing: 1-800-UAL-LIST (1-800-825-5478)

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

OPCHR Operations Center

P.O. Box 66100

Chicago, IL 60666-0100

If you have any questions, please call the United Benefit Service Center at 1-888-825-0188