

FURLOUGH QUESTIONS & ANSWERS

ELIGIBILITY

1. Q	If I am currently on a leave of absence can I take a voluntary furlough?
A	<p>A. Personal Leave: <i>Yes.</i></p> <p>B. Military Leave: <i>Yes.</i></p> <p>C. Special Leave: <i>Yes.</i></p> <p>D. Education Leave: <i>Yes.</i></p> <p>E. Union Leave: <i>Yes.</i></p> <p>F. Medical Leave: <i>Flight Attendants must gain medical clearance with a return to work date prior to the effective date of the voluntary furlough, October 31, 2008. The medical clearance must be received and approved by company medical by the close of the voluntary bid, September 22, 2008 (0800 CDT)</i></p> <p>G. ONSL: <i>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 October 31, 2008.</i></p> <p><i>Flight attendants on sick leave (ONSL) on the voluntary furlough start date of October 31, 2008 will not be placed on voluntary furlough status.</i></p>

BIDDING

2. Q	How do I bid for a voluntary furlough?
A	<i>Bid via unimatic VOLUN or through the Crew Advisory Telephone System (CATS). Bids will only be accepted during designated bid periods</i>
3. Q	How do I enter my bid using the VOLUN screen in unimatic?
A	<ul style="list-style-type: none"> Type VOLUN/file number & enter Read screen thoroughly Preference your bid for one or more of the voluntary furlough choices listed on the screen. Tab and press enter to complete the transaction
4. Q	Will I receive confirmation that my bid has been accepted when I enter a bid via the VOLUN?
A	<i>Flight attendants will receive positive acknowledgement (INPUT accepted) of successful entries. Error responses will appear for invalid entries.</i>

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Hours of operation: Monday-Friday 0800 – 1700 (CDT)

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	<p>Note: We suggest that you print the screen and retain it for future reference. To print:</p> <ol style="list-style-type: none"> 1. Press the home key and overtype VO in VOLUN with two colons (::) 2. Arrow down to the bottom right of input accepted 3. The bid will print on the associated domicile printer <p>To print from home via AOL / Unimatic press the print button on the top of the browser</p>
5. Q	Can changes be made to the VOLUN screen?
A.	<p><u>Changes can only be made to the VOLUN screen until the bid period closes.</u> To update the screen</p> <ul style="list-style-type: none"> • Type VOLUN/file number & enter • Read screen thoroughly • Preference your bid for one or more of the voluntary furlough choices listed on the screen. <p>Tab and press enter to complete the transaction</p>
6. Q	How do I access the CATS system?
A	Access CATS via FLT-LINE or by dialing 800 UAL-SKED (800-825-7533) follow the options for voluntary furlough bidding
AWARDS	
7. Q	How will I know if I have been awarded a voluntary furlough?
A	<ol style="list-style-type: none"> 1. Your work history (FDWH) & (FDMS) will be updated to reflect your furlough status. The number of months awarded and the effective date range will appear as the current work status 2. You will also be notified by mail via your permanent address on file
BENEFITS	
8. Q	What medical benefits will I receive if I am voluntarily furloughed?
A	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 or dental 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

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	<i>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.</i>
9. Q	Will I be entitled to sick leave pay?
A	<i>No</i>
10. Q	If I am a voluntary furloughed flight attendant, will I be able to return prior to the expiration of the furlough period?
A	<i>A voluntary furloughed flight attendant will only be allowed to return prior to the expiration of the furlough period, at her/his request, for personal reasons due to hardship, with the approval of Labor Relations.</i>
11. Q	Could I be recalled prior to the scheduled end of my voluntary furlough?
A	<i>If a recall is necessary prior to the termination of the specified duration of the voluntary furlough, the recall of voluntary furloughed flight attendants will be by inverse order of seniority.</i>
12. Q	At the expiration of the furlough period, will I be returned to the domicile from which I was voluntarily furloughed?
A	<i>Section 21.A.3.e. of the AFA Agreement provides you with the contractual right to be returned to the domicile from which you were voluntarily furloughed. The exceptions to this preferential right would be if the domicile was closed, your visa or employment status expires (see ALE Visas (London) for more information) or if a surplus has been declared in the domicile and your seniority status is affected by the surplus action.</i>
13. Q	I am on an emergency transfer. Will I return to the emergency transfer domicile at the end of the voluntary furlough?
A	<i>Emergency transfers have an expiration date. If the transfer has expired by the furlough return date, you will return to your permanent domicile. If it has not expired, you will return to your emergency transfer domicile.</i>
14. Q	Can a voluntarily furloughed flight attendant take part in Open Enrollment to change insurance options?
A	<i>Yes. Benefits will distribute Open Enrollment information each year.</i>

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TRAVEL PRIVILEGES

15. Q	Will I continue to have travel privileges on United & United Express during my voluntary furlough status?
A	<p><i>If the checkout process is completed properly flight attendants and their eligibles, (spouse/domestic partner, children and parents) will continue to use the same on line (United & United Express and companion) pass privileges as an active flight attendant except CJA (cabin jump-seat authority).</i></p> <p><i>Note: Flight attendants will be invoiced via their permanent address for pass charges that are incurred while on voluntary furlough. Failure to pay these charges while on voluntary furlough will result in the loss of travel privileges.</i></p>
16. Q	Will I continue to have interline travel privileges while on a voluntary furlough?
A	<i>Interline discounts (i.e., other airline travel hotel, car rental, cruises, Federal Express shipments, etc.) will not be available. Existing America Online accounts remain intact.</i>

Check out process

17. Q	What are my responsibilities in the furlough check out process?
A	<p><i>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 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.</i></p>

Responsibilities During Furlough

18. Q	If I move during my furlough status, who do I notify?
A	<p><i>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.</i></p> <p><i>In addition to this form, you also need to update your telephone number in your FDUG screen in unimatic.</i></p>

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19. Q	Can I pursue other employment opportunities while on furlough status?
A.	<i>Yes</i>
20. Q	If I am awarded a voluntary furlough will I be eligible for unemployment compensation?
A	<p><i>You <u>may</u> be eligible for unemployment insurance benefits. It is best to contact the unemployment office 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.</i></p> <p>Note: <i>International based flight attendants should refer to the supplemental visa/unemployment documents, which are available on SkyNet and in the domicile.</i></p>
21. Q	How can I get employment verification while on voluntary furlough status?
A	<p><i>Call 800-221-6626 to establish a PIN number, you will need the following information:</i></p> <p><i>UAL company code (10209)</i></p> <p><i>Your social security number</i></p> <p><i>Your date of birth</i></p> <p><i>The party verifying your employment needs to call 900-263-2287 or 800-458-8360</i></p> <p>Note: <i>Flight attendants based internationally can request employment verification via the Payroll care center –Monday thru Friday 0900-1700 or FLT-LINE opt 8 or 847-700-6977 for assistance.</i></p>
RETURN TO WORK REQUIREMENTS	
22. Q	Do I need to clear medical to return from a voluntary furlough?
A	<p><i>All returning flight attendants will need to complete a Return to Work medical questionnaire and FAX it to company medical (WHQMD) at 847-700-2600. If unable to clear medical due to a medical condition such as illness, injury or maternity status, flight attendants will remain on voluntary furlough status until attaining a medical clearance.</i></p> <p><i>Flight attendants must complete the Return to Work medical questionnaire and obtain medical clearance prior to the schedule bid award. In addition to medical clearance you will be required to meet all TSA mandates and complete appropriate training prior to returning to work. You will receive a return-to-work packet outlining all the details for your successful return.</i></p> <p><i>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 you are bidding. Bids open on</i></p>

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	<i>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 or America Online (AOL).</i>
23. Q	What if I am medically unable to return to work from a furlough status?
A	<i>If you are unable to clear medical due to an illness, injury or maternity status Flight attendants will remain on voluntary furlough status until attaining medical clearance or reaching the maximum allowable time under Section 23.C - Medical Leave of Absence (3 years).</i>
24. Q	Will I be required to attend a RTW conference?
A	<p><i>Yes, due to frequent changes in policies and procedures, flight attendants must attend a return to work meeting with their FASC supervisor.</i></p> <p>Note: <i>Flight attendants will be advised of the meeting details approximately one month before return to work.</i></p>

*If you have additional questions on the Voluntary Furlough, please send an email to the following address:

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