

JUN 23 2009

June 22, 2009

Patricia A. Friend, International President
Association of Flight Attendants – CWA, AFL-CIO
501 Third Street NW
Washington, DC 20001

Gregory E. Davidowitch, President
United Master Executive Council
Association of Flight Attendants – CWA, AFL-CIO
6250 North River Road, Suite 4020
Rosemont, IL 60018

Dear Ms. Friend and Mr. Davidowitch:

The airline economic environment continues to change rapidly. In the summer and early fall of 2008, United made flight schedule projections that called for substantial reductions in the Company's capacity and flight schedule based on record high oil prices. Based on these reductions, the Company offered a voluntary furlough program which went into effect on October 31, 2008 for 1,550 Flight Attendants. We also significantly reduced our salaried and management staffing within the Onboard Division at that time. Since then, although the price of oil has fallen, the U.S. and world economies entered into a severe recession that has dramatically reduced the demand for air travel both domestically and internationally.

These events have a continuing impact throughout the Onboard Service Division. We have determined that a workforce reduction greater than the current 1,550 voluntary furloughs is necessary, and instead we must reduce our workforce by up to 2,150 Flight Attendants. The UAL/AFA Flight Attendant Agreement ("Agreement") requires that we re-bid the earlier furlough to reach this new level of reduced staffing. This workforce reduction of up to 2,150 Flight Attendants will be effective August 31, 2009. Involuntary furloughs, if any, will also be effective August 31, 2009 or within a 14-day period thereafter. Bumping rights, if any, for individuals subject to an involuntary furlough are governed by our Agreement.

As was the case with the earlier furlough, our first preference will be to reach this reduction through voluntary furloughs. We sincerely hope that we are able to make the necessary adjustments to staffing through these voluntary furloughs. However, in the event that there are not enough qualified bids to award up to 2,150 voluntary furloughs, it will be necessary to furlough Flight Attendants involuntarily in inverse system seniority order.

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In order to provide notice to persons who may be at risk of involuntary furlough, we are at this time sending individual notices to the 1,000 most junior Flight Attendants on the system seniority list. As of July 22, 2009, we will have awarded all of the voluntary furloughs, we will know for certain whether involuntary furloughs are necessary, and if so, who will be involuntarily furloughed. We will provide you with a list of involuntary furloughs as soon as possible after this date. Any Flight Attendants who are subject to involuntary furlough will receive individual notification no later than July 31, 2009. The 1,000 Flight Attendants who will receive notice at this time are based in the following domiciles and modified co-terminal:

United Airlines
Boston Onboard Service
Logan International Airport
300 Terminal C
East Boston, MA 02128

United Airlines -- IADSW
44835 Package Court
Maintenance Building
Dulles, VA 20166

United Airlines
LAXSW
6018 Avion Drive
Los Angeles, CA 90045

United Airlines Onboard Service
Terminal 1 – Heathrow Airport
Middlesex, United Kingdom
TW6 1PN

United Airlines
DENSW
8900 Pena Blvd.
Denver, CO 80249

United Airlines
Onboard Service -- LASSW
5875 S. Spencer St., Ste. 110
Las Vegas, NV 89119-2914

United Airlines
JFK International Airport
Building 59, JFKSW
Jamaica, NY 11430

United Airlines – Onboard Service SFOSW
Terminal 3, Mezzanine
San Francisco International Airport
San Francisco, CA 94128

United Airlines
Onboard Service – ORDSW
O'Hare International Airport
Terminal 1, Concourse C, Lower Level
Chicago, IL 60666

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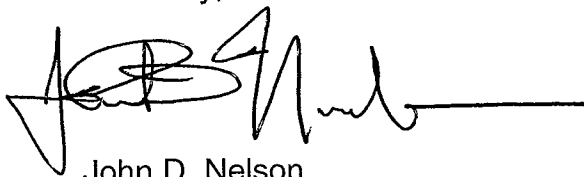
Based upon the best available information, at this time we cannot predict whether any involuntary furloughs will be temporary or permanent. However, in light of the present circumstances, they will remain in force for an indefinite period of time.

We are truly sorry that economic circumstances have resulted in further capacity and staffing reductions, impacting the many Flight Attendants who serve our customers so well.

We have recently provided the current system seniority list to officers of the United Master Executive Council.

Please feel free to contact me with any questions or concerns.

Sincerely,

A handwritten signature in black ink, appearing to read "John D. Nelson", with a long horizontal line extending to the right.

John D. Nelson
Managing Director Labor Relations -- Onboard Service
(847) 700-4393
(224) 520-3340 (Mobile)
john.nelson@united.com

cc: Alex Marren
Doug McKeen