

| FURLOUGH QUESTIONS & ANSWERS | |
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| ELIGIBILITY | |
| ▪ | If I am currently on a leave of absence can I take a voluntary furlough? |
| ▪ Answer | <p>Personal Leave: <i>Yes.</i> Military Leave: <i>Yes.</i> Special Leave: <i>Yes.</i> Education Leave: <i>Yes.</i> Union Leave: <i>Yes.</i> Medical Leave: Flight attendants on a Medical Leave of Absence under section 23.C and Flight attendants on a Medical Leave of Absence Due to Pregnancy under section 23.D must gain medical clearance with a return to work date not later than, August 30, 2009. The medical clearance must be received and approved by company medical by 1700 CDT, July 16, 2009 (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.)</p> <ul style="list-style-type: none"> ▪ G. ONSL: 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 August 31, 2009. ▪ Flight attendants on sick leave (ONSL) on the voluntary furlough start date of August 31, 2009 will not be placed on voluntary furlough status. |
| ▪ 1.2 | If I am currently on voluntary furlough, do I need to obtain medical clearance in order to be eligible for the new voluntary furlough? |
| ▪ | No. Those on the current voluntary furlough are eligible to bid and be awarded the new voluntary furlough. |
| ▪ 1.3 | Can I be awarded a voluntary furlough if I am awarded 30-day ANP for August? |
| ▪ Answer | Yes, flight attendants on 30-day ANP status are eligible to be |

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

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| | awarded a voluntary furlough, and will not have an impact on the individual's seniority |
| ▪ 1.4 | May I bid for the voluntary furlough if I am on maternity leave? |
| ▪ Answer | <p>This depends upon your maternity status:</p> <ul style="list-style-type: none"> · Any Flight Attendant within the 1st and 31st week of being pregnant on the July 17th Voluntary Furlough bidding close date, and on an S-3 status (intermittent maternity leave), is eligible to bid for voluntary furlough. · Any Flight Attendant within the 1st and 31st week of being pregnant on the July 17th Voluntary Furlough bidding close date, and on an L-3 status (maternity leave), must provide written clearance to fly from her doctor by July 16th at 1700 Central Time to be eligible to bid for Voluntary Furlough. This clearance must also be received and approved by Company Medical by July 16th at 1700 Central Time. The clearance does not mean that the Flight Attendant must fly -- it only means that the Flight Attendant can fly. <ul style="list-style-type: none"> · A Flight Attendant who has had her baby prior to the close of voluntary furlough bids, is eligible to bid for the Voluntary Furlough if documentation is received and approved by United Medical prior to 1700 Central Time on July 16th indicating she has clearance to fly prior to August 31, 2009, the effective date of the voluntary <ul style="list-style-type: none"> · Flight attendants between the end of their 31st week and 42 days after delivery are not eligible for the NV because they are medically unable to fly. |
| 1.5 | <p>If I am junior to the class of June 10, 2000, can I bid for the voluntary furlough?</p> <ul style="list-style-type: none"> ▪ |
| Answer | All Flight Attendants who are interested in taking the Voluntary Furlough, regardless of seniority, should bid for the Voluntary |

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| | <p>Furlough. Even though you may be junior to the June 10, 2000 class, at the time of award there may have been sufficient movement of the 'line' based upon Flight Attendants senior to that date bidding for the Voluntary Furlough. This essentially moves the line down making your Voluntary Furlough award possible.</p> <ul style="list-style-type: none"> ▪ |
| 1.6 | I've heard there is a furlough recall in process and I haven't received a recall packet. What should I do? |
| Answer | Contact the Furlough Call Center at 1-800-FLT-LINE (Option 7, 8). There is a process in place to ensure the necessary information will be sent to you at your permanent address of record. |
| <ul style="list-style-type: none"> ▪ BIDDING | |
| | <ul style="list-style-type: none"> ▪ How do I bid for a voluntary furlough? |
| Answer | <ul style="list-style-type: none"> ▪ Bid via Unimatic VOLUN or through the Crew Advisory Telephone System (CATS). Bids will only be accepted during designated bid periods |
| | <ul style="list-style-type: none"> ▪ How do I enter my bid using the VOLUN screen in Unimatic? |
| Answer | <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 |
| | <ul style="list-style-type: none"> ▪ Will I receive confirmation that my bid has been accepted when I enter a bid via the VOLUN? |
| Answer | <ul style="list-style-type: none"> ▪ Flight attendants will receive positive acknowledgement (INPUT accepted) of successful entries. Error responses will appear for invalid entries. ▪ Note: We suggest that you print the screen and retain it for |

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| | <p>future reference. To print:</p> <ul style="list-style-type: none"> ▪ Press the home key and overtype VO in VOLUN with two colons (::) ▪ Arrow down to the bottom right of input accepted ▪ The bid will print on the associated domicile printer ▪ To print from home via Unimatic press the print button on the top of the browser |
| 5. | <ul style="list-style-type: none"> ▪ Can changes be made to the VOLUN screen? |
| Answer. | <ul style="list-style-type: none"> ▪ Changes can only be made to the VOLUN screen until the bid period closes. To update the screen ▪ 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 |
| 6. | <ul style="list-style-type: none"> ▪ How do I access the CATS system? |
| Answer | <ul style="list-style-type: none"> ▪ Access CATS via FLT-LINE or by dialing 800 UAL-SKED (800-825-7533) follow the options for voluntary furlough bidding |
| 6.1 | <ul style="list-style-type: none"> ▪ Is there any way to determine the number of voluntary furlough requests that have been submitted? |
| Answer | <ul style="list-style-type: none"> ▪ The Crew Resources Team has completed and posted automation that gathers and reports this information. The Company has created a Unimatic DIS page that will list the number of first choice bid preferences on file for each voluntary furlough period. DIS page (DIS*32672) will be updated periodically and will list only the first choice preferences of all flight attendants who have submitted a voluntary furlough bid. This information will not indicate whether a flight attendant's seniority can hold the bid they have entered as their first preference. |
| <ul style="list-style-type: none"> ▪ AWARDS | |
| 7. | <ul style="list-style-type: none"> ▪ How will I know if I have been awarded a voluntary furlough? |

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| Answer | <ul style="list-style-type: none"> ▪ 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 ▪ You will also be notified by mail via your permanent address on file |
| ▪ BENEFITS | |
| 8. | <ul style="list-style-type: none"> ▪ What medical benefits will I receive if I am voluntarily furloughed? |
| Answer | <p>According to Section 21.A.3.d. of the Agreement, a flight attendant on voluntary furlough will receive Medical, Dental 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 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.</p> |
| 9. | Will I be entitled to sick leave pay? |
| Answer | <ul style="list-style-type: none"> ▪ No |
| 9.1 | <ul style="list-style-type: none"> ▪ If I am on voluntary furlough, will I be paid for my vacation days I have already accrued in 2009 for use in 2010 since I will not be bidding or using my vacation time in 2010? |
| Answer | <ul style="list-style-type: none"> ▪ All flight attendants, including those on voluntary furlough must bid for 2010 vacation during the normal vacation |

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| | bidding process or they will be awarded vacation as outlined in section 18 of the contract. Flight attendants on voluntary furlough will be paid for vacation approximately 45-60 days after the scheduled month of vacation during their furlough. |
| 10. | If I am a voluntary furloughed flight attendant, will I be able to return prior to the expiration of the furlough period? |
| Answer | 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. |
| 11. | Could I be recalled prior to the scheduled end of my voluntary furlough? |
| Answer | 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. |
| 12. | At the expiration of the furlough period, will I be returned to the domicile from which I was voluntarily furloughed? |
| Answer | 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. |
| 13. | I am on an emergency transfer. Will I return to the emergency transfer domicile at the end of the voluntary furlough? |
| Answer | 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 |

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| | your emergency transfer domicile. |
| 14. | Can a voluntarily furloughed flight attendant take part in Annual Enrollment to change insurance options? |
| Answer | Yes. Benefits will distribute Annual Enrollment information each year. |
| 14.1 | I have been awarded a voluntary furlough. Do I need to bid for 2010 vacation? |
| | Yes. You should bid as normal for your 2010 vacation. Please refer to Section 18 of the contract for the vacation bidding schedule. Flight attendants on voluntary furlough will receive vacation pay for the 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. |
| TRAVEL PRIVILEGES | |
| 15. | Will I continue to have travel privileges on United & United Express during my voluntary furlough status? |
| Answer | If the checkout process is completed properly flight attendants and their eligibles, (spouse/domestic partner/enrolled friend, eligible dependent, children and parents) will continue to use the same on line (United & United Express) travel privileges including companion as an active flight attendant except CJA (cabin jump-seat authority). 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. |
| 16. | Will I continue to have interline travel privileges while on a voluntary furlough? |
| Answer | Interline discounts (i.e., other airline travel hotel, car rental, cruises, Federal Express shipments, etc.) will not be available. |
| Check out process | |
| 17. | What are my responsibilities in the furlough check out process? |

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| Answer | 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. |
| Responsibilities During Furlough | |
| 18. | If I move during my furlough status, who do I notify? |
| Answer | 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. |
| 19. | <ul style="list-style-type: none"> ▪ Can I pursue other employment opportunities while on furlough status? |
| Answer. | <ul style="list-style-type: none"> ▪ <i>Yes</i>, however employment with another airline is subject to prior, written approval by United's Ethics and Compliance Office. |
| 20. | <ul style="list-style-type: none"> ▪ If I am awarded a voluntary furlough will I be eligible for unemployment compensation? |
| Answer | <ul style="list-style-type: none"> ▪ 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 |

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| | <p>essential that you inform the unemployment office where you were last domiciled because that is where your pay records were reported.</p> <ul style="list-style-type: none"> ▪ Note: International based flight attendants should refer to the supplemental visa/unemployment documents, which are available on SkyNet and in the domicile. |
| 21. | How can I get employment verification while on voluntary furlough status? |
| Answer | <p>Call 800-221-6626 to establish a PIN number, you will need the following information: UAL company code (10209) Your social security number Your date of birth The party verifying your employment needs to call 900-263-2287 or 800-458-8360 Note: 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.</p> |
| 21.1 | If I am aged 65 or older, can I be awarded a voluntary furlough and receive (or continue to receive) my PBGC benefit without affecting my employment status with United? |
| Answer | <p>Yes, if you are 65 years of age or if you will turn 65 during the course of your Voluntary Furlough, you may chose to receive your PBGC benefit and retain your employment at United Airlines. As long as you have a PBGC protected benefit, taking the Voluntary Furlough will have no impact on your ability to collect your PBGC benefit, maintain your employment and all of the benefits of Voluntary Furlough.</p> |
| RETURN TO WORK REQUIREMENTS | |
| 22. | Do I need to clear medical to return from a voluntary furlough? |

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| Answer | <p>All returning flight attendants will need to submit a Statement of Health and fax it to the Flight Attendant Service Center (FASC) 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 is received at the FASC. Flight attendants must complete and fax the Statement of Health prior to the schedule bid award. Failure to comply with this procedure will result in a line of flying not being awarded.</p> <p>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 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.</p> |
| 23. | What if I am medically unable to return to work from a furlough status? |
| Answer | <p>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).</p> |
| 24. | Will I be required to attend a RTW conference? |
| Answer | <p>Yes, due to frequent changes in policies and procedures, flight attendants must attend a return to work meeting with their domicile supervisor.</p> <p>Note: Flight attendants will be advised of the meeting details approximately one month before return to work.</p> |

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| 25. | What happens if I am cleared by medical (for any leave) in advance of the bid deadline for the voluntary furlough, but my seniority is not sufficient to hold any of my choices for voluntary furlough? |
| Answer | If you are unable to hold any of your choices for a voluntary furlough, since you have been cleared by United Medical, you would be expected to return to work. |
| 26. | Would I need to attend training upon my return, and if so, what training would I need to accomplish. |
| Answer | In order to return to active status, you must be fully qualified. Individual training requirements will be driven by regulatory & United requirements at the time of your return. |
| RET EXPECTATIONS | |
| 27. | Why do I need to go to RET if I have been awarded a furlough? |
| Answer | Recurrent Emergency Training (RET) is an FAA requirement, and this annual training must be completed by a Flight Attendant in order to maintain qualifications. Flight Attendants awarded the furlough will remain on active flight status until the furlough commences, and as a result all obligations, including training, remain the same. |
| 28. | My RET training base month is August, but I have been granted a voluntary furlough, do I need to attend RET. |
| Answer | Yes, you are on active status through August 30, 2009, and you will be required to attend RET training. If you do not bid for RET, you will be assigned, and there is a company expectation to attend training. This is the same as today's current procedures. |
| 29. | August is my RET "grace" month, but I have been granted the voluntary furlough, do I need to attend RET? |
| Answer | Yes, since you are on active status through August 30, 2009, you will be required to attend RET training. If you do not bid for RET, you will be assigned, and there is a company expectation to attend training. This is the same as today's current procedures. |

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| 30. | Can I submit GWOP (PTO) for an assigned RET training date in August? |
| Answer | Yes, per the contract Section 4.V, personal time off (GWOP/PTO) is available to all Flight Attendants for training as well as assignments. However as indicated in the bid cover letter, if GWOP (PTO) is awarded, you must call the Flight Attendant Service Center for re-scheduling following your GWOP (PTO) date. |
| 31 | I am a lineholder and my RET base training month is September, but my "may go" month is August. Am I required to go to RET? May I choose to attend RET in September prior to my furlough? |
| Answer | If your base training month is August, you will not be required to attend RET training. However, you will be permitted to bid for a class in July, if you choose to attend. |
| 32 | If I my base training month is in September (with an August "may-go" month) and I am on reserve in August, will I be assigned to a RET class? |
| Answer | Reserves in a "may-go" month may be assigned however if a Flight Attendant is reserve during their "may-go" month and does not wish to attend RET, DIS*884 must be sent before primary lineholder RET bids close. Any requests received after that date will not be honored. Reserves in "base" month will be assigned. |
| 33. | How can I determine my base training month? |
| Answer | You can check your RET (base month) training month by checking the RETREC page in Unimatic. |
| 34. | Will I be able to attend RET while on voluntary furlough in order to maintain my qualifications? |
| Answer | No, except flight attendants will need to be available for training one month prior to their return to work date in order to be qualified to fly. |
| 35. | What is the pre-work required before I attend the 3-day requalification training or RET: |

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| Answer | <p>Requalification training/RET pre-work must be completed 48 hours prior to the first day of class. Read the RET pre-work packet on SkyNet before beginning lessons. The pre-work requirements include:</p> <p>RET 2009- 5 ½ hours e-learning (available on computer)</p> <p>One (1) hour self study security e-learning</p> <p>Critique form to be completed and brought to RET</p> <p>A one-time completion of B767MI IPTE e-learning differences training (FASW-IPTE 1-01) is also a mandatory pre-requisite for admission to RET 2009 (excluding NRT and HKG)</p> <p>A one-time completion of B747OC IPTE e-learning differences training (FASW-IPTE 2-01) is also a mandatory pre-requisite for admission to RET 2009.</p> |
| 36. | <p>I am currently on voluntary furlough and have been assigned training in July. I plan to bid for 30-day ANP in August and have submitted a bid for the new voluntary furlough. Am I required to attend the training scheduled in July?</p> |
| Answer | <p>Yes, with the following exception. Flight Attendants who are awarded 30-day ANP for August <i>and</i> who are awarded the voluntary furlough will not be required to attend training. The company expects to award any 30-day ANP for August on July 15, 2009. The voluntary furlough bid award is expected to be released on July 20, 2009. Being excused from training is dependent upon <i>both</i> the award of 30-day ANP for August and a successful voluntary furlough award, all Flight Attendants schedule for training prior to July 21, 2009 are expected attending any scheduled training.</p> |

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

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