



## United Cargo Names Kyle Betterton Vice President of Sales

December 17, 2010

Dear Valued Cargo Customer,

I am pleased to announce the appointment of Kyle Betterton as Vice President, Sales for United Cargo. In his new role, Kyle will report to me and be responsible for all United Cargo Sales activities around the globe. This appointment is effective January 3, 2011.

Since joining United Airlines in 1993, Kyle has held a number of management posts in Customer Service, Cargo Service and Ramp Operations as well as Cargo and Passenger Sales. Most of you know Kyle well from his previous roles as Managing Director, Airport Operations & Cargo for Europe, the Middle East, Africa and South America and, most recently, as Vice President, United Cargo.

As United and Continental form the world's leading airline, our foundation is committed employees who have the industry knowledge to understand our customers' needs, and the business expertise to meet and exceed them. Kyle's vast experience and his history of important contributions to United Cargo make him the perfect choice to lead the new United Cargo Sales Team.

All the people of United Cargo wish you and your families a joyous holiday season and a prosperous 2011!

Sincerely,

A handwritten signature in black ink that reads "Robbie Anderson". The signature is written in a cursive, flowing style.

Robbie Anderson  
President, United Cargo