



October 1, 2010

## United and Continental Merge Forming Best-in-Class Global Airline

Dear Valued Cargo Customer:

United Airlines and Continental Airlines merged today, creating the world's most comprehensive passenger and cargo network. The combined company will operate more than 150 cargo-friendly wide body aircraft over 10 hubs, including hubs in three of the four largest cities in the United States. Together we will serve 370 worldwide destinations, enhancing service to Asia, Europe, Latin America, Africa and the Middle East. This merger builds on our commitment to award-winning customer service with industry-leading on-time performance.

Today completes the first stage of the merger – securing shareholder and regulatory approval and the signing of our merger agreement. As our integration process begins, we want to assure you that this process will not affect our operational service levels or our Sales Teams' level of engagement with you as a valued customer.

For our cargo customers, today's signing means **"business as usual"** for the immediate future in a number of important areas:

- Customers should continue to book, tender and recover cargo directly with the airline operating their flight at their existing cargo facilities.
- Air waybills, pricing, call centers, web sites, applicable surcharges, trucking, claims processing, accounting, etc. all remain unchanged at this time.
- Carrier product and service definitions are unchanged.
- Sales coverage, sales support and forwarder agreements are unchanged at this time.

All our cargo professionals are committed to regular and direct communication about the integration process. This process includes development of a consolidated worldwide flight schedule, unified cargo products and facilities, new United Cargo branding and signage, integration of our world-class sales organization and associated customer programs, as well as the implementation of a single, next-generation cargo IT platform.

The foundation of any successful company is committed, caring employees who are focused on providing world-class products and service. While we have a great deal of work to do, we have a strong employee foundation and the plan and people in place to meet your needs.

Please feel free to contact your Continental cargo sales manager or visit our online resources for ongoing updates on the integration process. We appreciate your business and the opportunity to serve you now and in the future.

Sincerely,

Handwritten signature of Scott J. Dolan in black ink.

Scott Dolan  
Sr. VP Airport Ops & Cargo

Handwritten signature of Robbie Anderson in black ink.

Robbie Anderson  
President United Cargo

Handwritten signature of Jim McKeon in black ink.

Jim McKeon  
Sr. Director Sales and Marketing