



Robbie Anderson
President, United Cargo

United Cargo Monthly Integration Update

August 11, 2011

We've had another month of substantial progress in combining the strengths of Continental and United into the world's leading cargo carrier.

One of the highlights this month was the gathering of United's leaders in Chicago to hear a presentation from Robert Levering, founder of the Great Place to Work Institute. We learned what "great places to work" have in common and the role workplace culture plays in a company's success. Of even greater importance is the strong correlation between employee satisfaction and customer satisfaction. We believe that making the new United a great place to work will result in employees who are more committed than ever to delighting our customers.

Here's a recap what we've accomplished this month in Cargo's four areas of focus: Working Together, Product and Service Harmonization, Operations and Customer Service Excellence, and Technology.

1. Working Together. The new United Cargo continues to assemble a talented group of leaders from both subsidiary carriers. The goal of our selection process is to appoint forward-looking and inspirational leaders focused on promoting excellence in performance and customer service. The three Managers named this month certainly fit this description:

- Michael Hatfield, Director, Cargo Sales, Strategic Accounts announced Darwin Hanna as a Strategic Key Account Manager. Darwin began his subsidiary United career in 1988 and, most recently, served as a IAD-based United Cargo Sales Account Executive. Darwin will focus on developing global business opportunities with some of our most important strategic accounts.
- Mirco Renfer, Director, Cargo Sales, EMEA announced Thomas Uschtrin as Manager, Cargo Sales, Germany. Thomas will manage all United Cargo Sales activity in Germany. Thomas began his subsidiary Continental Cargo career in 1997, and his most recent role was Regional Cargo Sales Manager, Central and Eastern Europe.
- Cheryl Ortiz, Manager, United Cargo Quality, Policies and Procedures announced Shelly Sherman as Manager, Cargo Policy and Procedure Compliance. Shelly joined subsidiary UA in 1969 and joins Cargo from the Ramp Planning/Safety team. He will collaborate with several internal teams and liaison with government agencies to ensure United Cargo maintains performance excellence and regulatory compliance.

2. Product and Service Harmonization. Continental and United Cargo continue to align our products to deliver coordinated, consistent service to customers across our worldwide network. Effective August 20, our shipping service for high value goods and articles of extraordinary value will be harmonized under the brand **UASecure**. UASecure provides secure chain of custody and continuous monitoring for your high value shipments. Specially trained agents will develop logistics plans that minimize risk and transit times and work with airport managers and field personnel to ensure active supervision from tender to recovery. To view the parameters of the aligned UASecure product, please refer to the product page at the end of this Update.

We also continue to align our acceptance policies. Subsidiary United Cargo U.S. locations now accept unscreened multiple-piece shrink-wrapped and/or banded skids consisting of a single homogeneous commodity. (Subsidiary Continental Cargo has followed this policy since 2010.) “Homogeneous” means that each piece on the skid contains the same commodity with identical packaging, and these skids are accepted in locations where X-ray is available. Please contact your United Cargo Sales professional for information on specific locations.

3. Operations and Customer Service Excellence. This month we added CVG, LAS, LGA, PDX and YYZ to the list of locations where subsidiary Continental and subsidiary United Cargo operations are co-located. Our plans for aligning our two 24/7 Cargo Contact Centers are slightly different – we’re going to maintain both locations and bring the current subsidiary teams together as experts at servicing the combined United Cargo.

For now, we suggest that customers in the U.S. and Canada who are booking, tracking, or seeking information about cargo on subsidiary CO call 1-800-421-2456; and customers needing the same services for cargo on subsidiary UA call 1-800-822-2746. Customers in other countries should continue to contact your local Cargo sales or reservations office for assistance.

After we implement United Cargo 360°, our new integrated cargo business management system, we will function as one carrier. Customers will enjoy the convenience of a single air waybill number stock, a fully-integrated product line and a single number to call to access all our Contact Center services.

4. Technology. We recently achieved an important milestone in the implementation of United Cargo 360° when the necessary funding was fully approved. Our project team of experts continues to move full speed ahead on testing use case scenarios to ensure flawless performance when the system “goes live.”

United Cargo 360° remains on track for implementation in the second quarter of 2012. In the coming months, I will share much more detail on the many benefits our new system will deliver to United Cargo’s customers.

As always, all the people of the United Cargo thank you for your business and your support.

Sincerely,



Robbie Anderson
President, United Cargo



Care and personalized attention are critical for the shipment and storage of your high value goods. United Cargo is proud to extend its best-in-class service to UASecure.

UASECURE

DESCRIPTION

- Airport-to-airport air freight service
- High priority/special handling
- Transport on sealed Exclusive Trucks (EUVs) may be available

ACCEPTANCE TIME

Must be checked in no more than three hours prior to scheduled flight time

RECOVERY TIME

Within three hours after the scheduled arrival time of the flight

BOOKING

To book your high value shipments or for additional information, contact the UASecure Service Center, 24/7 at:

CONTINENTAL FLIGHTS

1-800-490-0766 (from the U.S. or Canada)
or +1 832 235-1536 (from other countries)

UNITED FLIGHTS

1-800-825-3788 (from the U.S. or Canada)
or +1-616-482-2274 (from other countries)
and enter PIN number 8100.

UASecure provides customers secure chain-of-custody and around-the-clock monitoring for your high value shipments across United's unparalleled worldwide network.

United Cargo offers secure storage facilities in over 80 locations worldwide and has a knowledgeable and courteous staff available to assist you in selecting itineraries that feature the fastest transit and highest security levels.

GENERAL INFORMATION

UASecure delivers peace of mind and airtight procedures for:

- Shipments where valuation coverage or shipper's interest insurance in excess of \$25,000 USD has been requested.
- Shipments containing the following commodities, regardless of whether there is declared value coverage or shipper's interest insurance. See list below*:
 - Artwork or watches
 - Fur or fur-trimmed clothing
 - Gems (cut or uncut, including diamonds for industrial use)
 - Jewelry (other than costume jewelry)
 - Negotiable instruments (inclusive of blank credit cards and traveler's checks) such as bonds, coins, currency, deeds, evidence of debt, money, promissory notes, securities and stock certificates
 - Opals
 - Pearls (real or cultured)
 - Precious metals in any form (liquid, grain, sheet, foil, powder, sponge, wire, rod, tube, circles, molding, castings, dust, sulfides, cyanides, concentrates, precipitates and bullion)

*Commodities in this category, if underinsured, may be subject to co-insurance penalties.

PACKAGING REQUIREMENTS

High value articles must be packed in sealed wood or metal outer containers no smaller than 12" x 12" x 12" (1 cubic foot). The seal numbers must be recorded on the air waybill and transfer manifest

Containers must have a minimum top-loading capability of 75 pounds per square foot and have sufficient strength to allow other freight to be stacked around and on top of the container.

Each piece of the shipment must be legibly and durably marked with the name, address and telephone number of the shipper and consignee. The nature or value of the contents must not appear on the outer packaging.