



Robbie Anderson
President, United Cargo

United Cargo Monthly Integration Update

June 6, 2011

It's been a month of very exciting progress in the integration of Continental and United into the world's leading cargo carrier. A highlight this month is the alignment of our express and general freight products under the brands EXP and GEN. Details of the alignment are in the "Product and Service Harmonization" section below and on the "Global Services" chart at the end of this month's Update.

We've also taken significant steps forward in our other areas of focus – Working Together, Operations and Customer Service Excellence, and Technology.

1. Working Together. The new United Cargo continues to assemble a talented group of the "best of both" subsidiary carriers. Each leader is committed to inspiring team members to deliver industry-leading operational performance and customer engagement and service.

- Angel Ramirez, Director, Operations Excellence announced Adam Cooper as Manager, United Cargo Performance. Adam leads the team that supports field operations worldwide to drive higher levels of service performance excellence. Most recently, Adam was UA's Manager, Cargo Operations Performance, Policy and Procedure.
- Rick Fall, Director, Cargo Sales, Asia Pacific announced Rose Onedera as Cargo Sales Manager, Pacific Islands. Rose is responsible for managing United Cargo Sales activity in Guam and the Pacific Islands and, most recently, held a similar role in CO Cargo.
- Mike Oslansky, Senior Manager, Marketing, Customer Service and Business Systems announced Donna Koste as Manager, United Cargo Business Systems. Donna serves as Business Project Manager for our new integrated cargo business management system, United Cargo 360°, and has responsibility for all cargo business technology support. Donna's most recent role was Enterprise Test Manager for UA's Technology group.

2. Product and Service Harmonization. Effective June 13, the Continental and United express and general freight products will be aligned under the brands EXP and GEN. This harmonization will enable us to deliver more coordinated, consistent logistics to customers across our unparalleled worldwide network. Our guiding principle in this integration was to adopt the standard that was best for our customers. Key improvements include:

- Subsidiary CO's CMR is rebranded as EXP and the money back guarantee is improved: 100% of freight charges (up to \$5,000 per air waybill) will be refunded if the shipment is not flown as booked.

- CMR hub cut-off times are reduced by one hour.
- International CMR recovery times are reduced by one hour.

In addition, we have maintained the high quality product standards for both carrier’s GEN economy air freight services. To view the parameters of the aligned EXP and GEN, please refer to the “Global Services” chart at the end of this Update.

While these product alignments are important milestones in our integration, please note what is not changing. There are no fee, surcharge or pricing changes associated with the EXP-GEN product alignment at this time. Also, you should continue to use 005 or 016 air waybills in the same way you do today.

The new United brand is everywhere these days. We’ve launched our first print, TV and online advertisements with the new design and logo. As of June 1, we’ve repainted 343 of our 710 mainline aircraft with the new livery. We’re also rebranding our airports – beginning with our hometown hub at Chicago O’Hare.

The new United brand is a visual representation of our corporate identity: global, contemporary, well-organized. This same look (and attitude) is reflected in the new United Cargo brands shown below.

As illustrated in these brand examples, we’re aligning the Continental and United small package express products under the QuickPak brand, and we’re aligning our temperature-sensitive shipping services under the TempControl brand. We’ll be sharing the details of these alignments with you in the next few months.



3. Operations and Customer Service Excellence. Along with product alignment, co-location of our cargo facilities is key to providing seamless, convenient service to our customers. Bringing CO and UA Cargo together “under one roof” is a top priority for our Operations Excellence team.

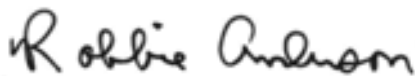
As a result of this focus, co-located facilities now represent 77% of all cargo handled by CO and UA. Stations transitioning to co-location during June (including FRA, IAD, JFK and SFO) will increase this total to 87% by July 1.

4. **Technology.** Our team of business and technical experts have nearly completed the design phase for United Cargo 360°, our new integrated cargo business management system. Components of the design phase include modifications and enhancements to the existing system and development of the overall training strategy.

The intent of the project design is to ensure the many benefits of United Cargo 360° are available to all customers on day one. The new United Cargo 360° go-live date is April 1, 2012.

As always, while all the integration work described above (and more) continues, the people of United Cargo never lose sight of our #1 commitment and goal: to deliver the highest level of excellent customer service to you every day. We appreciate your business and your support.

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

Global Services



PRODUCT TYPE	EXP	GEN
Product Description	United Cargo's expedited air freight service for time-sensitive priority shipments	United Cargo's economy airfreight service delivering the best logistics value

SHIPMENT PLANNING

Network Availability	United and Continental mainline flights and trucks (excludes Express, Connection flights)	United and Continental mainline flights and trucks (excludes Express, Connection flights)
Performance Guarantee	100% moved as booked guarantee (up to \$5000 per air waybill; must be requested within 7 days)	None
Specific Commodity Information		
Dangerous Goods	Yes	Yes
Perishables (flowers, seafood, etc.)	Yes	Yes
Advance Reservation Requirements	Required prior to acceptance time	GEN is booked in advance on subsidiary UA GEN is booked at acceptance on subsidiary CO
Interline Availability	No	Yes
Upgrade Policy	Terminated GEN shipments may be re-tendered as EXP on new air waybills	GEN shipments must be terminated before upgrade to EXP

SHIPMENT ACCEPTANCE AT ORIGIN

Minimum Acceptance Times (prior to scheduled flight departure)

International Shipments

Screened Cargo Gateway Locations*	180 minutes	240 minutes
Screened Cargo All Other Locations	120 minutes	120 minutes
Unscreened Cargo Gateway Locations*	180 minutes	360 minutes
Unscreened Cargo All Other Locations	120 minutes	120 minutes

Domestic Shipments

Screened Cargo U.S. Hub Locations**	120 minutes	120 minutes
Screened Cargo All Other Locations	120 minutes	120 minutes
Unscreened Cargo U.S. Hub Locations**	120 minutes	240 minutes
Unscreened Cargo All Other Locations	120 minutes	120 minutes

SHIPMENT ENROUTE

Boarding Priority	Highest freight product boarding priority	Boarded after EXP
Unique Handling	Specialized handling process to ensure maximum performance reliability	Standard quality handling process
Shipment Tracking	Tracked throughout shipment transit	Tracked throughout shipment transit
Shipment Issue/Tracing	Managed by specialized Issue Resolution Team until resolved	Managed by specialized Issue Resolution Team until resolved

SHIPMENT RECOVERY (PICK-UP) AT DESTINATION

Recovery Time Commitment (after actual flight arrival)

International	180 minutes	240 minutes
Domestic Shipments	120 minutes	120 minutes

*The gateway location is the station where the shipment is loaded on an international flight.

** United's U.S. Hub Locations are CLE, DEN, EWR, IAD, IAH, LAX, ORD and SFO.