



Robbie Anderson
President, United Cargo

United Cargo Monthly Integration Update

May 10, 2011

Continental and United Cargo have made considerable progress this month in our integration into the world's leading cargo carrier. Highlights from each of our four areas of focus – Working Together, Product and Service Harmonization, Operations and Customer Service Excellence, and Technology – are included in this month's Update.

1. Working Together. The new United Cargo continues to assemble an elite team of the “best of both” subsidiary Continental and subsidiary United. Each member of our team is committed to building a world-class organization while achieving industry-leading operational performance and customer engagement and service.

Angel Ramirez, Director, Operations Excellence, has announced the following appointments:

- Mark Albrecht, Senior Manager, United Cargo Logistics. Mark's responsibilities include management of ULDs and road feeder service. Most recently, Mark was subsidiary UA's Director, Cargo Operations Excellence.
- Cheryl Ortiz, Manager, United Cargo Quality, Policies and Procedures. Cheryl has spent her entire 27-year Continental Airlines career in Cargo – most recently as subsidiary CO's Manager, Cargo Policy, Procedures and Compliance.

Jim Bellinder, Director, Cargo Sales – Americas, announced the regional Cargo Sales leadership team:

- Bill Conrad – Regional Cargo Sales Manager, Southwest region, based in LAX.
- Alan Hotchkiss – Regional Cargo Sales Manager, South Central region, based in IAH.
- Byron Hutchings – Regional Cargo Sales Manager, Southeast region, based in IAD.
- Maddy Marrero – Regional Cargo Sales Manager, Latin America region, based in MIA.
- Charlie McCarthy – Regional Cargo Sales Manager, Northeast region, based in EWR.
- Kevin Romer – Regional Cargo Sales Manager, North Central region, based in ORD.
- Kim Scott-Isaac – Regional Cargo Sales Manager, Northwest region, based in SFO.

Mike Oslansky, Senior Manager, Marketing, Customer Service and Business Systems, announced the following appointments:

- Tony Randgaard, Manager, Cargo Marketing and Product Development. Tony's responsibilities include launching the new integrated cargo product line. For the past five years, he has served as Continental's Manager of Cargo Marketing.
- Keith Freeman, Manager, Cargo Customer Service. Keith will lead United Cargo's Customer Service Call Centers. Keith began his CO Cargo career in 1989 and, since 2003, has led the CO Cargo Service Center as Senior Manager, Cargo Customer Service and Support.

2. Product and Service Harmonization. We are finalizing a single product line that combines the best attributes of both carriers. The product parameters of our hallmark brands: EXP, QUICKPAK, Temp Control, PetSafe and TrustUA (human remains) are in place and re-branding is nearly complete. We will provide much more information on our product line in next month's Update.

Consistently available and reliable road feeder service is vital to ensuring customer access to our world-class global widebody network. We are aligning our trucking network following the subsidiary UA model: featuring unlimited domestic capacity, a limited number of providers and guaranteed equipment availability. Responses to our RFP have been analyzed and negotiations for our primary provider are underway. Selection of the primary provider is expected by the end of May, and implementation of aligned road feeder service is planned for June.

3. Operations and Customer Service Excellence. A key component of our integration effort – for United Cargo and our customers – is co-locating CO and UA cargo facilities together “under one roof.” The most exciting news on the warehouse front is the construction of the new cargo facility in our ORD hub. We “broke ground” February 14 and (despite the cold and rainy Chicago spring) have made great progress since then. The new facility is in a desirable location on the airport property that minimizes running distance and will not impact our drop or recovery times.

The key advantage of the new facility's design is flexibility – enhancing our ability to quickly accommodate new customers, new services and new aircraft. The new building features a “clean sheet” design to enhance the operational flow of freight through the warehouse. This will reduce our processing time and promote shorter wait times for pickup and dropoff. Essential service components, including the ULD management system, refrigeration capacity and high-value room, will all be upgraded. United Cargo is scheduled to begin operating out of our new ORD facility in mid-January 2012 – *after* the holiday peak period.

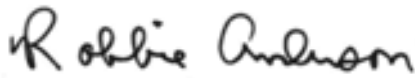
4. Technology. As I reported last month, we have re-planned the original United Cargo 360° “go-live” date. This will allow us to deliver the benefits of our new integrated cargo business management system to all customers of the combined United Cargo. Our team of business and technical experts are working to bring about a seamless system transition and to ensure the many benefits of United Cargo 360° are available to customers on day one. The new United Cargo 360° go-live date is April 1, 2012.

This is the busy season for cargo conferences, trade shows and industry events. I enjoyed meeting many of you at the CNS Partnership Conference in Phoenix May 1-3, and look forward to seeing many more at the Transport Logistics/Air Cargo Europe trade show in Munich May 10-13.

It's gratifying to hear from so many customers that our integration efforts have been "seamless" to you – that you haven't noticed a dropoff in our service or our commitment. It's also satisfying to know that our customers are as invested in the new United Cargo as we are. This serves as motivation for all of us to work even harder to make our integration a success.

As always, all the people of United Cargo appreciate your business and your support.

Sincerely,

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

Robbie Anderson
President, United Cargo