



Flight Attendant Transfer & Moving Packet

International Base Closure

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Introduction

United is committed to helping you make a successful transition to your new assignment and our Relocation Program has been designed with that objective in mind. While United's Relocation Program does not cover every possible expense you may encounter, it enables you to move to your new work location with minimum expense and inconvenience. Please keep in mind the following features of the program as you consider your move:

- Only a move from your old job location to your new job location will be covered by this policy. The IRS considers your job location to be the place where your work is centered, i.e., where you report to work or are otherwise required to "base" your work.
- Your shipment of household goods must be completed and in your new home within one year of your transfer effective date to qualify as a covered expense.
- The terms "homeowner" and "renter" as used in this booklet refer to your status with respect to your principal residence at your old job location. For example, if your job location changes from Chicago to Denver, your status will be based on your home in Chicago.
- The term "homeowner" refers to the owner of a single-family residence, co-op, condominium, townhouse or mobile home.

Please read this booklet carefully and discuss it with your family. Understanding the policy and how it works is key to making a smooth move. **Please note these benefits apply for one year from your effective date of transfer unless otherwise specified.**

If you have any questions after reviewing this booklet, please contact the Base Closure Call Center at 1-800-FLTLINE, option 4/9/1.

NuCompass Mobility will be your primary sources of information and assistance. Feel free to call them whenever you need any help with your relocation.

Maximum Cost Payable by United

The maximum total cost payable by United for your move from a primary residence outside the United States or Canada shall not exceed fifteen thousand dollars (\$15,000).

This includes all of the assistance outlined in this booklet, excluding applicable tax assistance ("gross-up") and the service fee that United pays to NuCompass Mobility to administer your move. Any move-related expenses that exceed this amount will be your responsibility. United wants to make sure you get the best value out of your relocation package. In an effort to assist you in achieving this within the \$15,000 cost cap, your NuCompass Relocation Consultant will advise you on strategies to manage your move most efficiently. Please note that it may be necessary for NuCompass Mobility to delay or withhold reimbursement of expenses or modify delivery of certain services in an effort to manage to this maximum amount. You can speak with your Relocation Consultant in more detail about this.

A Note to Transferees Regarding This Booklet

This booklet outlines basic policies and broad categories of expenses for which employees may claim reimbursement under the Direct Reimbursement Employees Transfer and Relocation Program. It does not attempt to anticipate and address every situation and circumstance which may arise over time within a widely diversified workforce whose members may have vastly differing circumstances.

In some instances, interpretation for your particular living situation may be necessary. When a situation arises that you feel is not adequately addressed in the booklet, it is your responsibility to bring this to the attention of your NuCompass Mobility Consultant for clarification or interpretation **before incurring an expense**. You must obtain approval prior to incurring any specific expense not described in this policy that you intend to submit for reimbursement; **United is not obligated to reimburse you for expenses you incur without prior approval.**

Eligibility and authorization for company-paid move

To be eligible for a company-paid move, you must meet ALL of the following requirements:

- Satisfy the provisions of Section 26.A. (Moving Expenses) of the AFA Agreement, **AND**
- Change (transfer) bases from your current base **AND**
- Change the city of your primary residence (“primary residence” means your PeopleSoft Employee Profile permanent street address), **AND**
- Lease, rent or purchase a new residence in your name, **AND**
- Your new primary street address (not a Post Office box) must be located within a geographic area within 150 driving miles (determined by MapQuest or similar service) of your new base airport location, **AND**
- Your move may not be between two points within the new base’s geographic area or within the same geographic area of your current residence.

NOTE: A flight attendant living in a commuter apartment in the new base location or who does not sell or rent her/his current primary residence will **not** be eligible for a company-paid move.

This international relocation policy is applied **ONLY** if your primary residence is outside the United States and Canada. **If your primary residence is in the United States or Canada, you are potentially be eligible for the domestic relocation policy, subject to its specific eligibility requirements.**

A flight attendant that accepts any transfer and moving benefits, e.g., house hunting, temporary living expenses, etc., has committed to relocate her/his primary residence to the geographic area designated by United. If you change your PeopleSoft address or relocate your primary residence outside this geographic area (unless recalled to your former base) within 12 months of establishing your new primary residence, you will be required to reimburse United for the transfer and moving benefits paid to and for you.

If you qualify for a company-paid move, the cost to United shall not be greater than the cost to relocate you from (a) your current base or (b) your current primary residence -- whichever is less expensive -- to your new base.

If you have a Post Office Box as your current PeopleSoft permanent address, you must provide documentation in your name to verify your primary address. For example:

- a fully executed lease or mortgage agreement
- three consecutive months of utility bills and canceled checks tendered for their payment
- tax return
- driver's license with that address

Reimbursement for certain moving expenses is considered taxable income. United will “gross up” your income for the taxable items and pay the additional federal and FICA tax obligation resulting from these moving expenses for you at year-end. The tax gross-up provided by United is intended, *but is not guaranteed*, to account for the tax impact of taxable items. You may want to consider using expert tax assistance for more information because you may have moving expenses for which you are not reimbursed and/or other tax liabilities.

You will have twelve months from the effective date of your transfer from your current base to complete your move and to pay and submit all expenses. If, during that period, you do not meet all the requirements for a company-paid move as outlined above, you will be required to reimburse United for all transfer and moving costs paid to and for you. **Note that if you use any of the above referenced relocation services, United will have to pay a service fee of \$650 to NuCompass Mobility which will be included in any repayment amount if you do not complete your move as required.**

Managers and supervisors of transferees who need assistance answering their employees' relocation questions should contact Human Resources or consult their NuCompass Mobility Consultant.

Initiating Your Move

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1. Once your transfer has been awarded, you must initiate your request via Help Hub by selecting “PAID MOVE” in the search bar or click on the following link https://united.service-now.com/hrportal?id=sc_cat_item&sys_id=040b2d371b86f34072170e53cd4bcb06 (**link will be active on 08/28/20**) to complete the request form. Once submitted, within 48 hours Inflight Administration will confirm your eligibility and, if qualified, provide your information to NuCompass Mobility. NuCompass Mobility will assign a Consultant to you and they contact you directly to start your move process, including a *familiarization trip* as described below.

2. Request Home Purchase Assistance

If you plan to purchase a home, assistance with area counseling and home-finding services at your new location is available through NuCompass Mobility. If you are interested, please contact your NuCompass Mobility Consultant for details. Services include:

- A personal counselor to assist you through the home purchase process.
- Information regarding housing availability and costs, commuting distance and alternatives, quality of schools and school districts, state/local taxes, climate, recreational opportunities, and any additional information you may request.
- Appointments with qualified real estate agents in your new location to provide you with an area orientation and assistance with house hunting and purchasing your new home.

3. Set Up a Familiarization Trip

Prior to reporting to your new location, you may take a trip to familiarize yourself with your new job location and to look for a new home. This familiarization trip must be completed on your

own time and not on company-paid time. Your manager may authorize one round-trip positive space PS5B trip for you and your spouse/qualified domestic partner. Please note, the system will not allow bookings on oversold flights. **Using this service commits you to relocating to your new base.** United will reimburse all reasonable expenses with receipts for lodging, meals (not to exceed \$50 per day per person), car rental, tolls and parking, and the cost of babysitting for a three-day, two-night familiarization trip to your new location.

- In some locations, NuCompass may be able to coordinate the direct billing of your lodging, saving you the need to pay out-of-pocket and submit for reimbursement. This service is not guaranteed and will be provided only if available. Note that the cost of direct bill hotels may be significantly higher than hotels you can find on your own. You will need to decide for your specific situation if direct billing or cost management is more important to you
- The use of your own car will be reimbursed at a rate of \$.575 per mile or at the current company business policy rate.
- You should request electronic on-line travel authorization through current or new Manager.
- Rental cars and hotels can be booked in accordance with the United Business Travel policy available on Flying Together at: https://ft.ual.com/-/media/UAL_Intranet/Documents/Finance/Travel_and_Expense_Policy.pdf

Reporting to Your New Assignment

Travel to Your New Location

You should use regular days off to the best extent possible to minimize time away from work. If your trip requires more than two days, you will be paid for those days. Make sure you reach an agreement with your new manager before you travel.

If you fly to your new location, ask your manager to authorize one-way non-revenue on-line positive space travel (PS5B for you, your spouse or qualified domestic partner, and your eligible dependents). PS5B positive space travel is restricted to United flights only. Positive space en-route travel is available only for you to report to work or for you and/or your family's final trip to your new location.

Temporary Living Expenses

Once you have arrived at your new job location, United will reimburse reasonable temporary lodging (per the table at the end of this document), meals (up to \$50 per person per day) and laundry expenses (excluding dry cleaning) up to \$10 per week, **for you only**. While individuals should attempt to obtain, and remit, receipts for all meal expenditures, receipts for any single payment of \$20 and over must be attached. Temporary lodging must be at a licensed hotel or corporate apartment to qualify for reimbursement. In some locations, NuCompass may be able to coordinate the direct billing of your temporary lodging, saving you the need to pay out-of-pocket and submit for reimbursement. This service is not guaranteed and will be provided only if available. Note that the cost of direct bill hotels may be significantly higher than hotels you can find on your own. You will need to decide for your specific situation if direct billing or cost management is more important to you

Temporary living expenses will be paid for up to 30 consecutive calendar days from the date you arrive at your new location. All reimbursements are subject to the total cost cap of \$15,000.

Reporting Weekly Expenses

You should report your expenses weekly via the NuCompass Navigator system and submit your receipts as directed by the website. You may be required to pay for 30 days of temporary housing at the beginning of your stay. If so, you may immediately submit your receipt with a copy of your e-mail reservation confirmation for reimbursement rather than prorating the expense over the duration. Attach all necessary receipts and sign and date all expense reports (receipts are required for all expenses \$20 or above).

Moving to Your New Residence

Moving Your Household Goods

NuCompass Mobility will assign you a moving company when they receive your relocation file from HR. Your moving company will contact you to arrange for the shipment of your household goods. United's Relocation Policy only covers a move arranged by NuCompass and completed by United's designated moving company.

United **will pay** for the following services associated with moving normal household goods:

- Normal packing and necessary materials provided by the movers.
- Transportation of up to one 20-foot shipping container of household goods to your new location.
- One extra pick up at point of origin or one extra delivery at destination, each within a 50-mile radius.
- Normal appliance services, including wiring and plumbing modifications at the point of connection required for disconnection and reconnection of your appliances.
- Storage at your destination for up to 30 days, if necessary.
- Warehouse handling.
- One warehouse access to household goods in storage if needed.
- Delivery to your new residence.
- Normal unpacking and removal of packing materials.
- TV antenna removal and installation (this does not include removal and installation in fringe areas where a special mast-type antenna or other special installations are used).
- Disassembly and re-assembly of cable TV service if moved from former residence.
- Disassembly and re-assembly of children's swing sets (not set in concrete).
- Disassembly and re-assembly of a pool table.

United **will not pay** for the following services:

- U-Haul, self-move, or employee-contracted moving services—unless specifically approved in advance by the company with cost estimates.
- Exclusive use of the moving van or expedited service.
- Partial delivery of household goods from the warehouse.
- Housecleaning or maid service at either your former location or new primary residence
- Removal or installation of wall-to-wall carpeting, draperies and/or rods, waterbeds (unless drained and prepared for shipment), electrical fixtures, water softeners or similar items.
- Expenses for additional wiring or plumbing, removal or movement of any existing utility service, and replacement or repair of existing utility systems or appliances.

- Packing or transportation of boats, trailers, camping and utility trailers, motorcycles (United will pay to move a motorcycle), jet skis, snowmobiles, lumber, bricks, cement, cordwood, airplanes or airplane parts, household pets, plants or any perishable items, or items which are not considered part of normal household goods or personal effects.
- Hobby/woodworking equipment or machine tools that are oversized and/or that require special moving services.
- Packing or transportation of cars included with your household goods.
- Waiting time, overtime, weekend or holiday service provided by the moving company.
- Disassembly or re-assembly of children's playhouses, portable swimming pools, hot tubs, utility sheds, fencing or items of a similar nature.
- Removal, replacement or repair of any portion of your fixed house.
- Delivery to a point that is not your new job location.

Insurance of Your Household Goods

United Airlines will provide, through its designated moving company, insurance on your normal household goods. The amount of any insurance settlement is not to exceed a total of \$100,000. Items of excess valuation, such as artwork and antiques, may require the purchase of additional valuation coverage. Coin or stamp collections, jewelry and currency are excluded from this insurance coverage. Please consult with your designated mover if you have any questions regarding insurance coverage.

Moving Estimates/Schedules

The moving company will make an appointment to come to your home and estimate the necessary packing materials and loading time for your move. Please advise the moving company of any unusual items you plan to move, fragile items requiring careful handling and items which will remain at the location.

You should try to arrange packing/loading/unloading/unpacking days with the moving company that best meet your schedule. United will not pay an additional cost for waiting time, overtime, weekend or holiday service. If it becomes necessary to change your move date, please advise the moving company at least 48 hours in advance to make arrangements for alternate dates.

Packing and Loading

The moving company assumes full responsibility for all articles they pack and will not be responsible for damage to any items you pack, unless the damage is caused by their obvious negligence. The packing will be done professionally by the moving company, using new materials. Please note:

- Dangerous items such as flammable gases and liquids or perishable items such as plants or food should not be packed or shipped.
- Do not ship important documents, jewelry, money or other irreplaceable items.
- Do not pack your uniform, employee identification badges, or passport.
- You or your representative must be present when your household goods are loaded for shipment.

The moving van driver will take inventory of all items to be moved, accurately marking the contents of the boxes and noting the condition of your household goods. Sign and keep a copy of the inventory list. You will need the inventory list should you claim any damage or loss.

Delivery at Your New Home

Upon delivery, the driver and moving crew will unload and unpack your household goods.

Helpful Tips for Safe Delivery of Household Goods:

- Check the goods delivered against the inventory list made by the moving van driver at the time of loading. It is your responsibility to account for all items listed, noting any damage or loss, and to verify that all items to be moved were loaded.
- It is to your advantage to have the moving crew unpack your household goods, as it places responsibility for safe delivery of fragile articles with the moving company. United will not pay for deferred unpacking. You should sign and date the moving company's form for only the actual and total amount unpacked, as United will be charged accordingly. Do not sign a blank form.
- The moving crew should remove packing materials that you do not want to keep. United will not pay for deferred removal of packing materials.
- You and the moving van driver should check for any property damage that may have occurred to your primary residence after your household goods were unloaded from the moving van and record any damage on the inventory list.
- If you have your goods in storage, you should advise the moving company at least two weeks in advance of the date that you want your stored goods delivered. This will help to ensure your desired delivery date is met.

Reporting Damaged or Lost Goods

If there are any damaged or missing household items follow these steps:

1. Inform the driver that the loss or damage did occur.
2. The moving van driver must note any damage or loss on the inventory list.
3. Keep a copy of the inventory list, noting the missing items or type of damage and the item number(s) affected. You and the driver should both sign and date the inventory list.
4. Request Proof of Loss and Damage forms immediately from the moving company at your destination.
5. Complete the Proof of Loss and Damage forms and return them to the moving company, indicating the item numbers of the missing or damaged articles and the extent of the damage. Do not send your copy of the inventory list.

COMAT Shipment of Personal Effects

You may request one shipment (up to 750 pounds) of personal effects as space available Company material (COMAT) on Company aircraft. Please contact the cargo office at 1-800-822-2746 or cargo@united.com to arrange your COMAT shipment. Note, split shipments are not allowed. To finalize your shipment, you will need an authorization to ship form from Inflight Administration. Please log into Help Hub and search: COMAT, fill out the FA Personal COMAT Shipping Request Form and within 48 hours you will receive the authorization form in your Corporate email.

Personal effects being shipped COMAT are subject to the following requirements:

- Each individual piece must be marked and labelled with the name, address, and phone number of the shipper and consignee. United Cargo is unable to assist with packaging, transport, or delivery services. All cargo must be dropped off / picked up by the shipper at an operational air freight facility as a complete and total shipment. Additionally, all pieces tendered for shipping must be packaged to withstand normal handling, and completely covered/protected from the elements.

- Many household items have additional packaging or permitting requirements in order to be shipped by air. Examples of these items are: perishable goods or seafood, firearms, electronics or items with lithium batteries, cosmetics, alcohol or tobacco, aerosols, and items containing or previously containing flammable liquid or gas.
- International shipping requires additional clearance and processing. United Cargo can direct you to a customs broker who will arrange for clearances on your behalf (for an additional fee). United Cargo does not offer any clearance services.
- All COMAT shipments must be accompanied by an authorization form and be within allowable weight thresholds. Any amount in excess of the weight threshold may be shipped with all expenses borne by the employee, with payment due at time of tender. Shipments not retrieved within 48 hours of arrival at destination may be subjected to storage charges.

Your shipment is subject to the same packing, size, and weight restrictions as all other air freight. Valuable, perishable, or time-critical items should not be sent COMAT. For safety reasons, dangerous goods may not be packed along with household items as part of the COMAT authorization when moving. Restricted articles include, but are not limited to: acids, matches, lighter fluid, paints, flammable solids such as flares, flammable liquids such as paint and lacquer thinners, corrosive materials such as wet cell batteries, explosives such as fireworks or black powder, compressed gases, fire extinguishers, poisons and irritating or incapacitating sprays. Firearms can be sent COMAT provided they are unloaded and declared. Call your air freight office if you have any questions.

Your COMAT shipment is not automatically covered by Company insurance and any loss and/or damage claims will not be processed. You must purchase insurance at the air freight office prior to your shipment. The reasonable cost of this insurance will be reimbursed if submitted as a miscellaneous expense with a receipt to NuCompass.

Storage

If needed, United will authorize up to 30 days of storage provided by your designated household goods mover at your new job location. Advise your mover at least 15 days before you want your stored goods removed.

Lease Termination Expenses (for renters only)

If you are currently renting, United will reimburse the expense associated with terminating your lease, but only if you follow these steps:

1. Do not advise your landlord that United will assume your lease obligation.
2. Obtain the best possible settlement. The final termination arrangements should be in writing and signed by your landlord.
3. Final lease termination expense details must be provided, in writing, by your landlord. Your landlord should include in this letter verification of the amount of your monthly rent, the date of your most recent payment, detailed description of any penalties or lost deposits, and verification that your apartment is vacant.

Reimbursement is limited to the equivalent of two months' rent.

Hotel Table

This table lists the maximum daily rate (before required taxes) for hotels in these cities:

BOS \$185

DEN	\$120
EWR	\$125
IAD	\$135
IAH	\$100
LAS	\$120
LAX	\$175
ORD	\$120
SFO	\$220
HNL	\$190

Income Tax Liability

Reimbursement for many moving expenses is considered taxable income. The Company is required to report these expenses to the IRS as income to you. Some reimbursements, however, are deductible or excluded from your income. For those payments that are not deductible or excluded, United will "gross up" your income (i.e., pay the federal and FICA tax obligations for you). "Gross-up" calculations will be determined by using your United income only and will not reflect income from outside sources. Your "gross-up" payment is meant to offset your federal tax liability based on your United income and does not necessarily preclude any personal federal tax liability resulting from your company-paid moving expenses. The Company does not gross-up your income for state income tax obligations.

Policy interpretation

This Policy is meant as an outline of your relocation benefits. It should be assumed that services not expressly stated in this document are not provided by the company. Please study this policy carefully and consult with your Relocation Consultant should you have questions regarding your particular situation. You must obtain *approval prior to incurring* any specific expense not described in this policy that you intend to submit for reimbursement; **United is not obligated to reimburse you for expenses you incur without prior approval.** Ultimately, Human Resources will determine the interpretation of the policy and will obtain appropriate approval for exceptions. Exceptions to this policy will not be honored without appropriate written approval from Human Resources. Employees who receive benefits in contradiction to the policy are expected to reimburse the company for the assistance received in error.