



# Flight Attendant 2020 Involuntary Furlough Informational Packet

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# Table of Contents

- General Information ..... 4
- Seniority ..... 4
- Recall Rights ..... 4
- Insurance ..... 4
  - Medical and Dental ..... 4
  - Vision Insurance ..... 5
  - Life Insurance ..... 5
  - Personal Accident Insurance (PAI) ..... 5
  - Health Reimbursement Account (HRA) ..... 6
  - Health Savings Accounts (HSA)..... 6
  - Flexible Spending Accounts ..... 6
  - Supplemental Medical Coverage..... 6
  - MetLife Hyatt Group Legal ..... 6
  - Other Voluntary Products (Pet insurance, Home and Auto insurance, LifeLock, Long-Term Care) ..... 7
- Retirement / 401k ..... 7
  - Contributions..... 7
  - United Airlines Flight Attendant 401k plan: ..... 7
  - Continental Micronesia, Inc. 401(k) Savings Plan:..... 8
  - UK Group Stakeholder Plan: ..... 8
- Defined Benefit Pension Plans ..... 9
  - Continental Retirement Plan (CARP) ..... 9
  - PBGC Pension Benefit..... 9
  - IAM NPF Pension Benefit ..... 10
- Travel Privileges ..... 10
  - Pass Travel Privileges..... 10
  - Interline Discounts ..... 11
- Retirement ..... 11
- Payroll..... 11
  - General Pay Inquires ..... 11
  - Credit Union ..... 11
  - Outstanding Loans..... 11

Payroll Deductions .....	11
Sick Leave .....	12
Vacation Pay.....	12
Furlough Pay.....	12
Paychecks .....	12
Pay Check Deductions .....	12
International Direct Deposit.....	13
Overlap Trip.....	13
Training .....	13
Change in Status (Employee Profile) .....	13
ALE Visas (London) .....	13
Checkout Process/Return of Company Items.....	14
Base and Company Mailbox Access .....	14
Parking.....	14
Address and Telephone Contacts.....	14
Computer Security .....	14
Uniforms.....	14
Unemployment Compensation .....	15
Outside Employment Opportunities .....	15
Employment Verification.....	15
COMAT Shipping Procedures .....	15
Return to Work Passport / Visa.....	16
UNITED AIRLINES CONTACTS AND BENEFITS QUICK REFERENCE LIST .....	17

## General Information

Flight Attendants are involuntary furloughed under the terms of Section 18 of the 2016-2021 Flight Attendant Agreement (“Agreement”). It is important that you read and understand this section of the Agreement. Please send an e-mail to: [flightattendantfurlough@united.com](mailto:flightattendantfurlough@united.com) for any additional questions not addressed in this packet. You may also contact the Furlough Call Center by calling (800)-FLT-LINE, options 4/9/1. The Call Center is open 7 days a week, 08:00-16:30 (central).

## Involuntary Furlough Status Screen

Your Work History screen in CCS will be updated to reflect a FURLOUGH entry with a start date of October 1, 2020. Comments will indicate “Involuntary Furlough Process, Section 18, impact of COVID 19”. Your Status screen will indicate **INVOLUNTARY FURLOUGH** and the effective date of October 1, 2020

## Seniority

Your seniority will be administered in accordance with Section 18 of the Agreement. You will retain your classification seniority, but it will not accrue. You will, however, accrue Company seniority.

## Recall Rights

Your recall rights will be administered in accordance with Section 18 of the Agreement. You will be notified by certified letter at least thirty (30) days in advance of the need for you to return to United. **However, you must respond to this recall notice within fourteen (14) days after receiving the notification.** You will be on involuntary furlough from your permanent base (the base to which you are assigned as of September 30, 2020) and recalled in accordance with Section 18 of the Agreement. If you currently have an emergency transfer, it will be rescinded. Although we anticipate recall to your present base, it is possible that you may be recalled to a different base. It is extremely important that you provide the Company with a current mailing address and telephone contact and that you keep your address up to date with the Company throughout the involuntary furlough. All recall rights expire six (6) years from the effective date of the involuntary furlough or sooner if recall is offered and declined (or not timely accepted) at an earlier point of time.

## Insurance

### Medical and Dental

On the effective date of your furlough, you and your eligible dependents may elect to continue your current coverage in the medical and/or dental plan(s) under COBRA for up to 18 months. You will receive detailed information from the United Airlines Benefit Center, within 45 days of your furlough date regarding your rights under COBRA. You must complete the COBRA enrollment to receive the three months of company subsidized coverage.

For the first three months of COBRA coverage United will continue to pay the employer contribution portion of the medical and dental plan(s). You are required to pay the employee portion. The United Airlines Benefit Center will bill you for the employee portion. At the end of the three-month period, to continue your coverage for the remaining 15 months, you will be required to pay the full cost of the coverage plus a 2% administrative fee.

If you have any questions regarding your current medical dental and/or Vision benefits, or your eligibility under COBRA, please call the United Airlines Benefit Center at 1-800-651-1007.

Please note that until your COBRA enrollment is processed and paid, you will show as having no coverage in United's systems. During this gap, your insurance provider may deny your claims because you will be ineligible for coverage. You may have to resubmit claims that were denied because of this gap in coverage.

### Vision Insurance

On the effective date of your furlough, you and your eligible dependents may elect to continue your current coverage in the vision plan under COBRA for up to 18 months. You will receive detailed information from the United Airlines Benefit Center, within 45 days of your furlough date regarding your rights under COBRA. You are required to pay the full cost of the coverage plus a 2% administrative fee.

If you have any questions regarding your current medical dental and/or Vision benefits, or your eligibility under COBRA, please call the United Airlines Benefit Center at 1-800-651-1007.

Please note that until your COBRA enrollment is processed and paid, you will show as having no coverage in United's systems. During this gap, your insurance provider may deny your claims because you will be ineligible for coverage. You may have to resubmit claims that were denied because of this gap in coverage.

### Life Insurance

- If you participate in the Group Universal Life (GUL) insurance plan, you may continue your coverage while you are involuntarily furloughed by paying the premiums directly to Securian.
- Securian will send you information on conversion options for your company-paid coverage or an options letter to continue your GUL insurance.
- The amount of life insurance you may convert to an individual policy is equal to the amount of your current company-paid employee coverage. You may also convert the amount of dependent life insurance currently in effect for your dependents. Further, you may convert the employee-paid life insurance.
- You may contact Securian at 1-866-887-1043 for additional information
- You must decide within 31 days of the effective date of your involuntary furlough if you would like to continue your coverage. If you do not receive your information within 31 days of your involuntary furlough date, contact Securian at the phone number above.

### Personal Accident Insurance (PAI)

Company-paid and voluntary (employee-paid) PAI will continue for three months following your furlough. You will be responsible for the cost of the voluntary coverage. If you have voluntary (employee-paid) PAI, you may be able to convert that coverage to an individual accidental death and dismemberment policy with Ruben Warner Associated. Please contact the UABC at 1-800-651-1007 to request the conversion form(s).

## Health Reimbursement Account (HRA)

If you are enrolled in the Healthy Rewards PPO with an HRA on the date of your voluntary furlough, you may continue to use your HRA as long as you remain enrolled in the Healthy Rewards PPO medical plan. This also includes after you move to DB&P. Once you are no longer enrolled in the Healthy Rewards PPO medical plan, your access to those funds suspends until you are re-enrolled.

## Health Savings Accounts (HSA)

If you are enrolled in a medical plan with an HSA on the date of your involuntary furlough, your contributions to your HSA will terminate as of that date. Please contact Your Spending Account through the United Airlines Benefits Center at 1-800-651-1007 with any questions.

## Flexible Spending Accounts

If you are enrolled in a health care and/or dependent daycare flexible spending account (FSA) on the date of involuntary furlough, your payroll deductions will cease as of that date. If you are enrolled in a health care FSA on the date of involuntary furlough, the United Airlines Benefits Service Center will mail you information within 45 days after your furlough date about the option to continue contributing to your FSA on an after-tax basis through the end of the calendar year. If you elect to continue contributing to a health care FSA on an after-tax basis, the United Airlines Benefits Service Center will bill you for those contributions.

You may submit claims for eligible health care expenses incurred only while you were making contributions to your FSA. For example, if your involuntary furlough date is October 1, and you do not elect to continue contributing to your health care FSA on an after-tax basis under COBRA, you cannot be reimbursed for any expenses incurred on or after October 1. To cover claims incurred after October 01, you must continue contributing to your health care FSA on an after-tax basis. In either case, you may submit claims for reimbursement from your current year FSA through April 30 of the following year. Any eligible dependent day care expenses incurred through the date of your involuntary furlough may be submitted for reimbursement up to the balance in your account.

If you have any questions regarding FSAs, you may contact the United Airlines Benefits Service Center at 800-651-1007.

## Supplemental Medical Coverage

If you and your dependents (if applicable) participate in supplemental medical insurance coverages (critical illness insurance, hospital indemnity insurance, and personal accident insurance – administered by Voya), you can continue by paying the monthly contribution. You will receive a notification letter from the United Airlines Benefits Service Center with payment details. (Note: If you fail to pay for your coverage, then your coverage will be terminated and cannot be reinstated until you return from furlough. If you have any questions regarding your benefits you may utilize Help Hub via this link: <https://united.service-now.com/hrportal/>).

## MetLife Hyatt Group Legal

If you participate in the group legal plan, you will receive a notification letter from the United Airlines Benefits Service Center with payment details. If you have any questions regarding your benefits you may utilize Help Hub via this link: <https://united.service-now.com/hrportal/>

## Other Voluntary Products (Pet insurance, Home and Auto insurance, LifeLock, Long-Term Care)

If you are enrolled in these voluntary products, you will be direct billed by the carrier. If you do not receive a bill within 21 days of 3 missed payroll deduction, you will need to contact Mercer at 1-800-448-3460 Monday through Friday, 8:00 a.m. to 5:00 p.m. Central time to continue these coverages under a direct billing individual policy (subject to eligibility).

## Retirement / 401k

### Contributions

You are not eligible to continue making contributions to your 401(k) account, unless you have trailing eligible pay. However, you may continue to self-direct your account investments.

### United Airlines Flight Attendant 401k plan:

Generally, benefits are payable from the Plan ninety (90) days following the effective date of your involuntary furlough. After 90 days, you may: (1) elect to retain your 401(k) Plan account balance and continue to self-direct your investments (distributions must generally begin by April 1 of the year following the year you reach age 72); (2) elect to receive a partial distribution of your account; (3) elect to receive a full distribution of your account; or (4) rollover your account balance to another qualified retirement plan or IRA.

You may: (1) elect to retain your 401(k) Plan account balance and continue to self-direct your investments (distributions must generally begin by April 1 of the year following the year you reach age 72); (2) elect to receive a partial distribution of your account immediately following the effective date of your laid off status; (3) elect to receive a full distribution of your account any time after 14 days following the effective date of your laid off status; or (4) rollover your account balance to another qualified retirement plan or IRA any time after 14 days following the effective date of your laid off status. Please note, however, that if your 401(k) Plan account balance is \$1,000 or less, you will receive a distribution from the plan automatically. To learn more about each of these options, refer to your 401(k) Plan Summary Plan Description, explore the Library section of your Plan account at [netbenefits.com](http://netbenefits.com), or contact the Fidelity Service Center for United Airlines at 1-800-245-9034 between the hours of 7:30 a.m. to 11:00 p.m. Central Time, each day the New York Stock Exchange is open.

If you have an outstanding 401(k) Plan loan, any outstanding loan balance will be re-amortized to a monthly payment frequency and you will be able to make loan repayments through the end of the loan term. Fidelity will mail a letter to you outlining your options to continue making payments on your loan. This letter will be mailed within two weeks after Fidelity receives notification from United of your laid off status.

As a result of the CARES Act, you also have the option to defer making 401(k) loan repayments through December 31, 2020. During the suspension period, interest will continue to accrue on your loan. In January 2021, your loan will be re-amortized to include any missed payments, your loan term will be extended by the duration of your suspension period, and you will then be required to resume your loan repayments (your previous loan repayment amount will increase after your loan is re-amortized). Contact Fidelity to self-certify you meet the eligibility requirements and to request the deferment.

If you have an outstanding loan from your 401(k) Plan account, and you do not either elect to suspend your repayments under the CARES Act and resume making payments in January 2021 or if you do not

either continue to make regular loan payments or pay any outstanding loan balance in full, the unpaid balance will be treated as a loan default the earlier of: (1) the date you request a distribution of your Plan account; or (2) the end of the calendar quarter following the calendar quarter in which you first fail to make a scheduled loan payment. Should you default on the loan, the unpaid balance will be reported to the Internal Revenue Service (IRS) as a taxable event in the year of default and may be subject to an IRS tax penalty. An IRS Form 1099-R reflecting the default will be issued in January of the following year.

For more information, access your Plan account online at [netbenefits.com](http://netbenefits.com) or call the Fidelity Service Center for United Airlines at 1-800-245-9034.

### Continental Micronesia, Inc. 401(k) Savings Plan:

Generally, if your 401(k) Savings Plan account is greater than \$1,000, you will be eligible to directly rollover your 401(k) Savings Plan account balance to another qualified plan (e.g., IRA or employer qualified plan), receive payment from the 401(k) Savings Plan or defer payment until a later date.

If you have an outstanding 401(k) loan and you want to continue to make payments, please contact ASC.

As a result of the CARES Act, you also have the option to defer making 401(k) loan repayments through December 31, 2020. During the suspension period, interest will continue to accrue on your loan. In January 2021, your loan will be re-amortized to include any missed payments, your loan term will be extended by the duration of your suspension period, and you will then be required to resume your loan repayments (your previous loan repayment amount will increase after your loan is re-amortized). Contact ASC to self-certify you meet the eligibility requirements and to request the deferment.

If you have an outstanding loan from your 401(k) Plan account, and you do not either elect to suspend your repayments under the CARES Act and resume making payments in January 2021 or if you do not either continue to make regular loan payments or pay any outstanding loan balance in full, the unpaid balance will be treated as a loan default the earlier of: (1) the date you request a distribution of your Plan account; or (2) the end of the calendar quarter following the calendar quarter in which you first fail to make a scheduled loan payment. Should you default on the loan, the unpaid balance will be reported to the applicable tax jurisdiction as a taxable event in the year of default and may be subject to a tax penalty.

For further information, access your CMI Plan account online [www.mycmi401k.com](http://www.mycmi401k.com), or call ASC at 671-477-2724.

### UK Group Stakeholder Plan:

LHR-based Flight Attendants who participate in the UK Group Stakeholder Plan will be sent a letter approximately 70 days after the last contribution is made to their Plan account outlining their options with respect to the Plan. The letter will be mailed to their home address recorded with the UK Group Stakeholder Plan.

Flight Attendants should direct any questions regarding the Plan to the UK Fidelity Pensions Service Centre by sending an e-mail to [pensions.service@uk.fil.com](mailto:pensions.service@uk.fil.com) or by calling 0800 368 6868 (from the UK) or +44 1737 838 585 (outside the UK). You can also visit [www.fidelitypensions.co.uk](http://www.fidelitypensions.co.uk) to login to your account for balance information and additional resources.

## Defined Benefit Pension Plans

### Continental Retirement Plan (CARP)

Involuntary furlough is treated like a separation status for purposes of CARP. If you participate in CARP and meet CARP's normal retirement age requirements or the early retirement age and years of service requirements described below, you may be eligible to commence your benefit. Otherwise, you may be eligible for a deferred vested benefit. Contact the United Airlines Benefits Center via Flying Together ([Flyingtogether.ual.com](http://Flyingtogether.ual.com) > Employee Services > Health & Insurance (YBR) > Savings and Retirement or call 1-800-651-1007 for more information regarding your benefit.

CARP early retirement (reduced CARP benefit):

- At least age 50 with at least 20 years of vesting service; or
- At least age 55 with at least 10 years of vesting service.

Generally, CARP benefit payments do not commence automatically; you have to take action if you would like to start receiving your benefit. That said, if your benefit has a value of \$1,000 or less, your benefit will automatically be paid in a lump sum when you are separated from the Company. If your benefit has a value between \$1000 and \$5000, your benefit will automatically be rolled over to an IRA approximately 90 days after your status is updated to furlough unless you elect otherwise.

If you are not vested in your CARP benefit when you are furloughed, you may experience a Break in Service. Basically, this means that if you do not return to an active status within a certain timeframe, your accrued service may be forfeited. Contact the United Airlines Benefits Center if you have questions about your specific situation.

Lastly, if recalled from furlough, you will go back into CARP and continue accruing service towards your benefit. Keep in mind that your final CARP calculation will take into account any distribution you took while on furlough.

### PBGC Pension Benefit

If you were a participant in a pre-merger subsidiary-United pension plan, and you retire or separate, contact the PBGC for all information regarding the terminated pension plans. Visit the PBGC at [www.pbgc.gov](http://www.pbgc.gov) or call toll-free 1-800-400-7242 and refer to the appropriate PBGC Case Number:

- Flight Attendant Defined Benefit Pension Plan - 19962800
- Management, Administrative and Public Contact Defined Benefit Pension Plan – 19912600
- Ground Employees' Retirement Plan – 19922400

To initiate the pension payment process, call the PBGC and request a pension application. United recommends that employees request a pension application at least 4 months before the desired date of the first pension payment.

Unless you are eligible for Normal Retirement under the pension plan, the PBGC requires that your employment status with United be terminated or retired in order to begin pension payments. Furlough status is not considered to be a termination by the PBGC. If you would like to start your pension benefit and you are not eligible for Normal Retirement under the pension plan, your employment status would have to be changed to terminated or retired (i.e., not furlough status).

## IAM NPF Pension Benefit

If you have a United-funded benefit under the IAM NPF National Pension Plan, please contact the NPF for more information. Visit the NPF online at [www.iamnfpf.org](http://www.iamnfpf.org) or call the NPF at 1-800-424-9608 for more information.

## Travel Privileges

### Pass Travel Privileges

If the checkout process is properly completed, you and your eligible pass riders (spouse or domestic partner and/or enrolled friend(s), dependent children until they attain age 26, adult buddy children, and two parents) will be eligible to use unlimited, on line, space-available, service-charge leisure passes on United for six (6) months from the date that the furlough started (the "Travel Period"). Furlough pass travel starts on the first day after your employment ends and expires at the end of the "Travel Period."

Involuntarily furloughed Flight Attendants are not eligible for jumpseat or interline/offline travel. Travel is valid on United and United Express only. UAX flights are flights that operate pursuant to our capacity purchase agreements, so long as contractually available. All valid UAX carriers will be shown in employeeRES. Travel is not valid on other airlines (offline carriers), including UA's alliance partners and code share partners.

Involuntarily furloughed Flight Attendants are not eligible to use emergency travel.

Pleasure travel privileges are provided to you, your eligible pass riders on the employee's travel profile, including spouse or registered domestic partner or enrolled friend(s), dependent children until they attain age 26, adult buddy children and parents. Extended family buddy and regular buddy pass travel is permitted during the Travel Period. You are responsible for ensuring that your pass riders are familiar with company travel policies, rules, and regulations.

The extended travel period for employees who have been furloughed is six (6) months from the effective date of involuntary furlough, and employee travel policy boarding priorities apply. You are eligible for unlimited non-revenue space available pleasure travel on United and United Express using your company seniority date, adjusted where applicable.

SA9W fee-waived boarding policy applies to active work status employees only and does not apply to employees on involuntary furlough status.

If you wish to change information for your eligible pass riders, you must do so by going online at [FlyingTogether>Employee Services>MyInfo/All About Me> Travel](#). You are responsible for seeing that only your eligible pass riders, per company travel policy, use your travel privileges. You are also responsible for removing any pass rider(s) who no longer meets the company travel policy eligibility requirements.

All service charges, taxes and fees, when applicable, will be pre-paid via employeeRES with a credit card at the time of booking, prior to travel. Any additional fees incurred after payment will be invoiced to the employee. Payroll deduction is not available for pass travel.

You are responsible to update your address with the company. Please use the Inactive Employee Address Change Form located at the end of this packet.

As described in the Defined Benefit Pension Plan section of this packet, your status may need to be changed from furloughed to terminated if you elect to begin receiving pension benefits while on furlough status. As a result of this change, you will no longer be eligible for the furlough travel privileges.

### Interline Discounts

Interline discounts (i.e., other airline travel, hotel, car rental, cruises, Federal Express shipments, etc.) will not be available.

## Retirement

As a result of a review of United's Pass Travel Policy, we have made a change to allow flight attendants on involuntary furlough to access retiree travel. You may not retire directly from involuntary furlough status for purposes of accessing retiree medical plans, however you may elect to change to retired status while on involuntary furlough for purposes of accessing retiree pass travel by contacting United to initiate the process. To qualify for retiree pass travel privileges from a furlough status, you must meet the age and active service requirements at the time you are placed on furlough. If you choose to retire from United while on furlough status, you will not maintain any recall rights and you will not be eligible for any retiree medical benefits.

If you return to service with United after being recalled from involuntary furlough, you are eligible to retire, subject to the terms and conditions of the applicable collective bargaining agreement in effect at the time of return, benefit plan documents and travel privilege policies.

## Payroll

### General Pay Inquires

For inquiries concerning the hours and minutes shown on your Final CCS Pay Register, reach out to Flight Attendant Crew Pay via embedded link shown in the lower left-hand corner of your CCS Pay Register: Questions for a Crew Pay agent review and response

For payroll questions related to taxes or deductions you may call the Payroll Care Center (weekdays from 9 a.m. CDT to 2:30 p.m. CDT) at 1-877-825-3729 and follow the prompts for "pay questions" then "more options" then "other."

### Credit Union

You may leave your savings, checking and IRA accounts on deposit with the Credit Union.

### Outstanding Loans

If you have a loan with the Alliant Credit Union, contact them directly to make arrangements to continue making regular loan payments. For any information regarding the Credit Union, contact them at (800) 328-1935 or access the website at [alliantcreditunion.org](http://alliantcreditunion.org).

### Payroll Deductions

Because you will not be receiving regular pay after the final paycheck; deductions for charity, life insurance, long-term disability, etc., will be suspended. 401(k) Plan deductions/contributions will only occur if you receive eligible earnings as defined under the 401(k) Plan. Refer to the specific sections within this document for more information.

## Sick Leave

If you become ill while on involuntary furlough status, you will not be entitled to sick leave pay. The Company's sick leave policy is intended to compensate employees for time off due to illness during their normal working schedule. Also, sick leave will not accrue while on involuntary furlough status.

## Vacation Pay

All vacation paid out will be paid at the rate of 3:15 hours per day based on your current hourly rate under Section 4.A of the Agreement.

Flight Attendants on involuntary furlough will receive all unused vacation for 2020 and accrued vacation for 2021 in a check or direct deposit that will be generated 45-60 days after the effective date of the involuntary furlough, subject to individual state laws.

Vacation days will not accrue while on involuntary furlough status.

## Furlough Pay

Section 18.H of the Agreement provides for your furlough pay (severance allowance). After completing one year of **active** Company service, you are eligible for furlough pay. Your pay will be determined by your Company seniority and shall be computed based on your Flight Attendant pay in accordance with Section 18.H.2 of the Agreement.

It will be paid on the same frequency as your regular paycheck was issued. For hourly rate purposes, the pay rate will be utilized based upon 71 hours for furlough pay. Regular tax deductions such as Federal, State and Social Security/Medicare will be made along with any wage attachments, previous salary advances and overpayments. There will not be any Flexible Spending Account or 401(k) Plan deductions. Furlough pay is not considered in the definition of earnings for United contributions to your 401(k) Plan account.

## Paychecks

Paycheck distribution or direct deposit will continue on normal payroll cycles. Prior to the involuntary furlough effective date, you can sign up or make changes for direct deposit by visiting Flying Together.

Any direct deposits returned to United Airlines will be replaced with a live USD check. U.S.-based Flight Attendants who are involuntarily furloughed will receive their paychecks according to normal paycheck distribution procedures.

## Pay Check Deductions

Please refer to the table below for deduction types and applicability:

Type of Deduction	Regular Pay	Furlough/ Pay
Applicable Taxes	Yes	Yes
401(k)	Yes	No
Previous Salary Advances	Yes	Yes
Pass Travel Charges	Yes	Yes

Overpayments	Yes	Yes
Insurance Premiums	Yes	Yes, if in arrears
Wage Assignments	Yes	Yes
Union Dues	Yes	No

### International Direct Deposit

If a change to a direct deposit form of payment is necessary prior to the involuntary furlough effective date, visit Help Hub and put in a direct deposit service request. Direct deposits that are returned to United Airlines will be replaced with a USD check and sent to your address on file.

### Overlap Trip

If the last scheduled trip in September overlaps into October 1 (the start date of the involuntary furlough) and the trip was part of the original line of flying as bid, the trip will be removed and the portion of the pairing through 23:59 of September 30 will be pay protected. Flight Attendants will be reassigned to another trip on the day or days protected and will be paid the greater of the value of the portion of the original pairing or the pairing to which reassigned.

### Training

Involuntarily furloughed Flight Attendants cannot bid for or attend training while on involuntary furlough. Once recalled, Flight Attendants will be advised of any training needs and the processes to complete the required training.

### Change in Status (Employee Profile)

To complete the involuntary furlough process, each employee will receive a copy of their Employee Profile that outlines their updated employment status and any pay and/or vacation that is due. The copy of the Employee Profile is United's paper copy of employee job and pay activities. A copy of the employee profile will be sent under separate cover to your address on file. Upon receipt of the copy of your Employee Profile, please review it to ensure accuracy. Contact your base supervisor with any question.

### ALE Visas (London)

*Updated 7/30/20*

The suspension of ALE visas (due to flight attendant participation in a voluntary or involuntary furlough, or COLA) is not guaranteed and is at the discretion UKBF (Border Force). Any requests for visa suspensions to be considered should be made on an individual basis by contacting the LHR Human Resources department.

## Checkout Process/Return of Company Items

Due to governmental and corporate security policy changes, all Flight Attendants affected by the involuntary furlough must return required company-issued items including; LINK, TSA identification badge and all local airport-issued identification badges and parking access media (stickers, swipe cards, hanging tags). Pursers who are in possession of duty-free keys/key fob must surrender **both the key and the key fob** during the involuntary furlough checkout process. There will be a return-addressed Federal Express envelope in your award packet with a deadline to return these items. Failure to return the above-mentioned items will result in a suspension of your travel privileges and notification to appropriate governmental authorities.

## Base and Company Mailbox Access

Access to base and Company mailboxes will not be available. Be sure to clear out your Company mailbox prior to your checkout process. Any items left after your last day will be thrown away.

## Parking

Employee airport parking will not be available during the involuntary furlough. Please see Checkout Process for more information.

## Address and Telephone Contacts

You are responsible for maintaining permanent address and telephone information. You will need to contact the Employee Service Center – HR Operations at 877-825-3729 to update your address and telephone information. You must update your records when you are away from your permanent address for more than 30 days.

## Computer Security

Involuntarily furloughed Flight Attendants will have access to Flying Together, but will not have access to other United computer systems (CCS, SHARES,) while on involuntary furlough.

## Uniforms

Basic uniforms items are retained during your involuntary furlough. Any outstanding uniform orders will be cancelled, and you will not be able to order uniform pieces while on involuntary furlough.

Once on furlough status you must not wear your uniform in public. Misuse of uniform or company identification to attempt to illegally gain access to airport sterile areas, airplanes or employee parking may be pursued to the fullest extent of the law. Uniform items cannot be sold, auctioned or given to charity.

In the event you are recalled to active service per Section 18 of the Agreement, you will have the opportunity to order new uniform items prior to your return. You are responsible for returning to work with all required items.

Uniform points accrued/unused prior to the start of your involuntary furlough will be retained and subsequently available to you 60 days prior to the date of return from your involuntary furlough.

Upon your return, when missing items are replaced, you will bear the cost if you did not have an accrued/unused uniform point allotment balance remaining at the time you began your involuntary

furlough. If items become obsolete during the involuntary furlough period, the company will furnish and pay for new uniform pieces.

## Unemployment Compensation

Depending on applicable state law, you may be eligible for unemployment insurance benefits. It is best to contact the unemployment office in the state in which you reside or work to determine your eligibility or to file an unemployment claim. It is essential that you inform the unemployment office where you were last based because that is where your pay records were reported. To file for U.S. unemployment insurance benefits, you may be required to have a social security number and the ability to legally work in the United States. To collect, you may also be required to establish that you are trying to find employment in a recognized labor market like the United States or Canada.

For internationally based Flight Attendants refer to the supplemental visa/unemployment documents, which are available in the base, and be aware that requirements are subject to change.

Determining whether you qualify for unemployment benefits is the exclusive determination of the respective state employment agencies, not United Airlines.

## Outside Employment Opportunities

Flight Attendants may pursue and accept other employment while on involuntary furlough status.

## Employment Verification

Employment verification calls are taken by The Work Number.

The individual verifying your employment and/or salary should contact The Work Number at 1-800-367-5690 or at [www.theworknumber.com](http://www.theworknumber.com) and have the following information available:

- Company name: United Airlines
- Employer code: 10209
- Your social security number

*Note Flight Attendants at international domiciles who do not have a SSN must provide their international worker ID number (ITIN number) to the prospective employer who will in turn use that in place of the SSN with our vendor, The Work Number.*

If proof of both employment and wages is needed, you will need to give the verifier permission to access information with a Salary Key. A Salary Key can be obtained by visiting [www.theworknumber.com](http://www.theworknumber.com) or by calling 1-800-367-2884. Then you will need to enter a personal identification number – your birth date (MMDDYY).

Questions may be directed to The Work Number's Client Service Center at 1-800-996-7566 from 7 a.m. until 8 p.m., Central Time.

## COMAT Shipping Procedures

Flight Attendants on involuntary furlough status are authorized to ship 750 pounds Domestically or 1000 pounds Internationally of personal property. An authorization form can be obtained in Help Hub.

Flight Attendants must contact the Cargo Department in the departure city for information about shipping requirements, place of delivery and other arrangements. All shipments will move space available after all revenue cargo and Company material shipments. Certain blackout dates may apply. United assumes no liability for loss, damage, spoilage or mortality. Co-workers concerned about loss or damage of household items should contact their homeowners or renters insurance representative about purchasing a rider to cover the goods being shipped. Automobiles will not be accepted. Reduced rate shipping may not be used in connection with any private business venture or for personal gain. Co-workers are responsible for all applicable taxes, surcharges, or other fees (such as storage) as outlined in the Air Freight Tariff Rules on our site at [unitedcargo.com](http://unitedcargo.com). As required of all customers, co-workers must package all goods to withstand the normal handling of air transportation. Unpacked cargo will not be accepted. Co-workers are required to recover their shipments within 48 hours of arrival or will be required to pay applicable storage charges. United will not be responsible for storing shipments beyond 48-hours of arrival.

Flight Attendants should first check with the Cargo Department at (800) 822-2746 regarding the type of aircraft serving the origin/destination and available cargo space prior to making a request.

**Note:** *This document is intended to serve only as a summary of your benefits and privileges related to involuntary furlough. Each of the benefits/privileges described here is based on a plan document, contract, or Company policy. If this document conflicts, presently or in the future, in any respect with the legal document, contract, or Company policy on which it is based, the legal document, contract, or Company policy will govern your benefits. Refer to the Summary Plan Description (available on Flying Together or by calling United Benefits Service Center: 800-651-1007) for more detailed information about the benefits described herein. With respect to the pension plans administered by the PBGC, the foregoing is subject to their determinations.*

## Return to Work Passport / Visa

*Updated 7/30/20*

All flight attendants regardless of base or scheduled flying are required to carry a current passport on all flight segments. As part of the return to work process, please ensure that you have a valid passport one month prior to your effective return to work date. United will reimburse passport fees for all flight attendants who are returning to work from COLA and both voluntary and involuntary furlough status who are within one month of their effective return to work date. United will not reimburse passport fees for FAs that are on voluntary or involuntary furlough who are more than one month from their expected return to work date. Note: Do not apply for a PRC Visa until (1) you have returned to work and (2) your geographic base has resumed flying to China. Additional information regarding passports and visas may be obtained via [Flying Together > My Work > Policies and Procedures > International Information > Forms and Procedures > Passports and Visas](#).



## UNITED AIRLINES CONTACTS AND BENEFITS QUICK REFERENCE LIST

### Current United Information - 2020 Benefits

United Airlines is providing you with several resources for information and support during your Involuntary furlough.

General Company Information: [www.united.com](http://www.united.com)

United Airlines Benefits Center at 1-800-651-1007

To the right, you will find a Quick Reference List of phone numbers and web sites. Cut along the dotted line and put the list in a convenient location for your reference. If you do not have a home computer, remember that your local library or unemployment office should be able to provide you access to the Internet.

Flying Together – <https://flyingtogether.ual.com>

### Career Planning Resources:

From the Flying Together home page, click on the “Employee Services” link > Career Opportunities > Professional development resources

### Alliant Credit Union:

Credit Union Information: 1-800-328-1935 or [www.alliantcreditunion.org](http://www.alliantcreditunion.org)

### Flying Together

### PPO/ EPO Plans:

You will have access to Flying Together available at

Medical EPO, PPO, HDHP Options Vendors (Carrier is dependent on your home address)

The site includes human resources and career planning information including:

- Accolade Health Assistant: 1-844-252-6830 or [united.myaccolade.com](http://united.myaccolade.com)
- Blue Cross Blue Shield of Illinois: 1-844-252-6830 or [www.bcbsil.com/united](http://www.bcbsil.com/united)
- Aetna: 1-800-334-0110 or [www.aetna.com/united](http://www.aetna.com/united)
- CVS/caremark (for prescription drugs): 1-844-635-3401 or [www.caremark.com](http://www.caremark.com)

• Benefits Information

• Travel Privileges Information

• Career Resources

### Aetna International:

• Reduction-in-Force Policies

Aetna 1-888-219-6232

• Credit Union Web Site Link

[www.aetnainternational.com](http://www.aetnainternational.com)

Employee Assistance Program (EAP):

Work/Life Solutions

1-866-324-4327 & AFA- 1-800-424-2406

Life Insurance:

Securian: 1-866-887-1043

Flying Together>Employee Services> Health & Insurance (YBR)

Disability Insurance:

Prudential: 1-800-842-1718

[www.prudential.com/mybenefits](http://www.prudential.com/mybenefits)

Personal Accident Insurance:

United Airlines Benefits Center: 1-800-651-1007

Voluntary Products:

- MetLife Hyatt Group legal: 1-800-821-6400 or [www.metlife.com/mybenefits](http://www.metlife.com/mybenefits)
- Pet, Home, Auto, LifeLock, LTC: Mercer: 1-800-448-3460
- Critical Illness, Hospital Indemnity, Personal Accident Insurance-Voya: 1-866-760-3610

Dental Plan:

Cigna Dental: 1-800-244-6224

[Cigna.com](http://Cigna.com)

Dependent Eligibility:

877-UAL-ESC9, option 9, option 1

Vision Plans:

VSP: 1-800-877-7195 or [www.vsp.com](http://www.vsp.com)

UHC: 1-800-638-3120 or [myuhc.com](http://myuhc.com)

Flexible Spending Accounts

United Airlines Benefits Center: 1-800-651-1007

Pass Travel Privileges Information:

From the Flying Together home page, click on the 'Travel' link

Listing:

EmployeeRes through Flying Together

mobileRES- <http://mobileRES.ual.com>

Employee Travel Center – online through Help Hub (<https://united.service-now.com/hrportal/>) or by calling 1-877-825-3729 toll-free within the U.S. and Canada or 847-825-3729 (toll call) for international and following the prompts for “employee travel” and “pass travel questions”

United Pass line- 1-866-FLY-EPAS

To change your personal information with your pension payer and/or 401(K) Administrator, please contact them directly.

**Note Retiree's should not complete this form. They MUST contact the United Airlines Benefits Center at 1-800-651-1007.**

For additional questions you may contact the Employee Service Center at 877-825-3729 Mon-Fri 8:00am to 5:00pm CT.