



# Flight Attendant 2020 Voluntary Furlough Informational Packet

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## General Information

Flight attendants are voluntarily furloughed under the terms of Section 18.A of the 2016-2021 Flight Attendant Agreement (“Agreement”). It is important that you read and understand this section of the Agreement. During voluntary furlough periods, flight attendants accrue and retain seniority and maintain most benefits. Please send an e-mail to [flightattendantfurlough@united.com](mailto:flightattendantfurlough@united.com) for any additional questions not addressed in this packet.

## Eligibility

*Updated 7/30/20*

Flight attendants on a Medical Leave of Absence under Section 15.E must gain medical clearance with a return to work date not later than September 30, 2020. The medical clearance must be received and approved by Company Medical by the close of day on **Thursday, August 6, 2020 (17:00 CDT)**. Medical hours of operation are Monday through Friday 0800 – 1700 CDT. Flight attendants are encouraged to submit their medical documentation early to provide any time necessary to correct any insufficiencies on the medical documentation. Flight attendants who have cleared medical but who do not have sufficient seniority to hold a voluntary furlough will be expected to return to work according to the clearance date provided by their physician.

Flight attendants on sick leave may bid for and be awarded the voluntary furlough; however, they must come off sick leave and be medically able to work (without a reasonable accommodation) prior to the voluntary furlough start date of October 1, 2020

Flight attendants on sick leave on the voluntary furlough start date of October 1, 2020 may be prevented from being placed on voluntary furlough status.

## Voluntary Furlough Status/Work History Screen

Work histories in CCS will be updated to reflect voluntary furlough status. A Voluntary furlough notation and the effective dates of the voluntary furlough period will appear as the current work status.

## Voluntary Furlough Awards

We will post a final award list on Flying Together; you will receive a letter to your permanent address on file and we will also update your (WH) CCS prior to the effective date of the furlough. Voluntary furlough awards cannot be declined.

## Credit Union

You may maintain your accounts with the Alliant 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.

## Payroll Deductions

Because you will not be receiving regular pay after the final paycheck; deductions for savings bonds, 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. However, flight attendants may be obligated to make payments while on voluntary furlough status. Refer to the specific sections within this document for more information.

## Insurance Medical, Dental and Vision

According to Section 18.A.3.d of the Agreement, a flight attendant on voluntary furlough will receive Medical, Dental and/or Vision Insurance as if an active flight attendant. If you and your dependents (if applicable) participate in a medical, dental and/or vision plan for which you pay a monthly contribution, you will be responsible to pay the monthly amount that is normally deducted from your paycheck. Medical, dental and vision coverage will continue throughout your voluntary furlough with benefits, provided you pay your employee contributions. 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 on time during your voluntary furlough, then your coverage will be terminated and cannot be reinstated until the earlier of (1) your return from voluntary furlough, or (2) the January 1 following the next Annual Enrollment period). If you have any questions regarding your benefits you may utilize Help Hub via this link: <https://united.service-now.com/hrportal>

## Life 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. You must decide to convert your life insurance within 45 days of the effective date of your voluntary furlough. Securian will contact you regarding your conversion option. If you do not hear from Securian within 31 days of the effective date of your voluntary furlough, please contact them at 1-866-293-6047 to inquire as to the status of your conversion application form.

If you or your dependents participate in the Group Universal Life (GUL) insurance plan, you may continue coverage on a direct bill basis within 31 days from the effective date of your voluntary furlough by paying the premiums directly to the insurance carrier. Securian will send you information regarding your portability options. If you do not hear from Securian within 31 days of the effective date of your voluntary furlough, please contact Securian at 1-866-887-1043 to check on the status of your options letter.

You are eligible to convert your Personal Accident Insurance (PAI). In 2013 United changed the insurance vendor from MetLife to AIG Benefits Solutions for Personal Accident Insurance. The policy allows co-workers to convert their group policy to an individual policy. Please contact the United Airlines Benefits Center at 1-800-651-1007 to convert to an individual policy.

## Retiree Life Insurance

You will be eligible for company provided retiree life insurance provided you are:

- at least age 55 with ten (10) or more years of service, or

- on May 1, 2003 you were age fifty (50) or older with ten (10) or more years of service, and
- In both cases above, you may retire directly from active status, illness leave, or voluntary furlough. Please contact the United Airlines Benefits Center at (800) 651-1007 with retiree life insurance questions
- Your Retiree Life Insurance Benefit coverage is \$10,000. If your Spouse or Qualified Domestic Partner dies, you may be paid part of your insurance benefit. You may request up to 30% of your benefit coverage or \$1,000 whichever is less. Your Retiree Life Benefit coverage will continue, less any amount paid to you.
- If you or your dependents are enrolled in the Group Universal Life Benefit upon your retirement the coverage may be continued if you pay the required premiums directly to Securian. Contact Securian for conversion information.

## Personal Accident Insurance

Company-paid and voluntary (employee-paid) PAI will end upon your Retirement, Separation, or Layoff. However, if you have voluntary (employee-paid) PAI, you can 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).

## Long-Term Disability Insurance

Your long-term disability coverage remains in effect for the first 6 month of your voluntary furlough as long as you pay the active employee rate. After the 6 months it will hold in abeyance and be reinstated upon return to active service.

## MetLife Hyatt Group Legal

Group legal coverage ends at the end of the month of your Retirement, Separation, or Layoff. Your group legal coverage can be ported to an individual policy by contacting MetLife for a limit of 12 months. This coverage must be pre-paid in full when you initially enroll following your Retirement, Separation, or Layoff. Contact MetLife before the end of the month for more details at 1-(800)-821-6400, Monday through Friday from 7 a.m. to 7 p.m. Central time.

## Other Voluntary Products

(Pet insurance, Home and Auto insurance, LifeLock, Long-Term Care)

If you are enrolled in these voluntary products, your payroll deductions will cease on the effective date of your Retirement, Separation or Layoff. 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).

## Flexible Spending Accounts

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

contributing to a health care FSA on an after-tax basis, United Airlines Benefit 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 voluntary furlough date is April 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 April 1.

You may be reimbursed up to the available balance in your dependent care account for eligible expenses that were incurred prior to your voluntary furlough date.

You may submit claims for reimbursement from your current year FSA through April 30 of the following year. If you have any questions regarding your FSA, you may contact United Airlines Benefits Center at 1-800-651-1007.

**Note: Grace period to submit claims extended (2019 HCFSA)**

*United is extending the grace period to allow participants with remaining 2019 HCFSA funds to incur and file claims through the end of the current plan year 2020. This does not impact your 2020 contributions. Please contact the United Airlines Benefits Center (UABC) with questions about your remaining 2019 HCFSA balances and how to file claims toward those balances*

## Online Commuter

You are no longer eligible to participate in Online Commuter Benefits (OCB) effective on the date of your voluntary furlough.

To suspend or delete recurring purchases, go to Flying Together>Employee Service>Health and Insurance (YBR) Benefits Resources and click on Commuter Benefits Purchases in the left navigational bar. Click on the Commuter Benefits tab on the top of the page and choose either Edit Recurring Orders or Delete Entire Order. Follow the directions to update your order. For questions regarding recurring or deleting orders, contact the United Airlines Benefits Center at 1-800-651-1007.

If you have an unused balance in your OCB account, you may qualify for a refund. Please refer to the Refund Policy on Flying Together > Employee Services > Health and Insurance (YBR)>Other Benefits > Online Commuter Benefits. If you qualify, you should contact the United benefits Center at 1-800-651-1007 within 30 days of the event to request a refund.

## Pass Travel Privileges

Leisure pass travel privileges are provided to you, your spouse or registered domestic partner or enrolled friend(s), dependent children until they attain age 26, adult buddy children and parents. You are responsible for ensuring that anyone using your pass travel privileges is familiar with the company pass travel policies, procedures, and guidelines. For your reference, company pass travel policies are located on Flying Together> Travel. Please note that you will need to click on each link to view each pass travel policy. As always, boarding priority, service charges, and other elements of the pass travel programs are subject to change at any time.

Flight attendants who elected voluntary furlough are eligible for travel privileges for the duration of the voluntary furlough and employee travel boarding priority applies. You are eligible for unlimited, on-line space available service charge leisure travel passes on United and United Express using your company seniority/service date. Current personal, family, vacation, extended family buddy, and regular buddy boarding priorities and company service date (board date) apply, adjusted where applicable. Consistent with active employees, you are also eligible for buddy pass travel, vacation pass travel and qualified emergency travel on United and United Express for the duration of the voluntary furlough. Qualified emergency travel must be approved by your base supervisor/manager.

SA9W policy applies to active work status employees and voluntarily furloughed flight attendants. Jumpseat and Interline/other airline pass travel is not permitted.

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.

If you wish to change information for eligible pass riders, you must do so by going online at Flying Together>Manage Pass Riders. You are responsible for knowing that only your eligible pass riders, per company travel policy, use your travel privileges. You are also responsible for removing any pass rider who no longer meets the company travel policy eligibility requirements.

While you are on voluntary furlough, payment for 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. Payroll deduction is not available for pass travel. In order to prevent unnecessary credit card charges and refunds, employees are encouraged to book no more than 48 hours prior to travel. Unused reservations that are canceled prior to the departure of the outbound flight will be refunded with no additional action from the employee. Unused reservations that are not canceled prior to the departure of the flight will need to be refunded through [www.united.com](http://www.united.com), select travel and then refunds. Any additional fees incurred after payment will be invoiced to the employee.

For example: an employee that pre-pays economy for themselves or their pass rider and travel is flown in premium cabin, the employee will be invoiced for the premium cost.

If you elect to separate or leave the company prior to reaching the retiree age and years of service requirement for retiree pass travel while you are on a voluntary furlough status, your status will be changed to *separated*. As a result of this change, you will no longer be eligible for active or retiree pass travel privileges.

If you elect to begin receiving pension benefits prior to attaining Normal Retirement age (65) while on voluntary furlough status, your status will be changed to *separated*. As a result of this change, you will no longer be eligible for pass travel privileges as an active employee.

## Retiree Pass Travel Privileges

If you meet the age and active years of service requirements for retiree pass travel privileges (in accordance with the terms of the retiree program) you may retire, with retiree pass travel privileges, from a voluntary furlough by contacting United Airlines to initiate the retirement process.

If you select to retire while on voluntary furlough you are responsible for updating your address with the company.

- **Prior to your retirement date**, your personal contact information (home address, phone, email addresses, etc.) can be updated through Flying Together>Employee Services >MyInfo>Personal Details.
- **After your retirement date**, you may update your address by contacting the United Airlines Benefits Center at 1-800-651-1007.

## Seniority

Your seniority will be administered in accordance with Section 18.A.3.b. of the Agreement. You will accrue both flight attendant and company seniority. If you elect to retire while on voluntary furlough, your status will be changed to *separated*. As a result of this change, you will no longer have a recall right.

## Separation

This Flight Attendant Voluntary Furlough Summary does not apply to those flight attendants whose employment status is separated. Rights and privileges of separated flight attendants are defined in the applicable Plan, Policies, and the Agreement.

## Retirement

You may retire from voluntary furlough by contacting United Airlines to initiate the retirement process. If you are eligible to retire, you are then eligible for retiree medical benefits in accordance with the terms of those plans/programs.

## Defined Contribution Plans

### Contributions

401(k) and UK Group Stakeholder Plan deductions/contributions will only occur if you receive eligible earnings as defined under the 401(k) or UK Group Stakeholder Plan. However, you may continue to self-direct your account investments.

### Loans

#### **UNITED AIRLINES FLIGHT ATTENDANT 401(k) PLAN**

If you have a 401(k) Plan loan outstanding, you should continue to make manual loan payments according to your amortization schedule. For details regarding how to make manual loan payments, either access your account online at [www.netbenefits.com](http://www.netbenefits.com) or else you can speak with a representative at the Fidelity Service Center for United Airlines. Representatives are available by calling the Fidelity Service Center for United Airlines toll free at 1-800-245-9034 between 7:30 a.m. and 11:00 p.m., Central Time, Monday through Friday.

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.

To obtain a loan payoff balance, contact the Fidelity Service Center for United Airlines at 1-800-245-9034 or access your account online at [www.netbenefits.com](http://www.netbenefits.com).

#### **CONTINENTAL MICRONESIA, INC. 401(K) SAVINGS PLAN:**

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)

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.

If you are eligible for early or normal retirement when you leave the Company, you may choose a lump sum option. If your benefit has a value of \$1,000 or less, your benefit will automatically be paid in a lump sum when you separate from the Company.

### 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.

### Profit Sharing

Flight attendants on voluntary furlough will be eligible for Profit Sharing payouts as applicable.

### Sick Leave

If you become ill while on Section 18 voluntary 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 voluntary furlough status.

### Vacation

Flight attendants on voluntary furlough will receive vacation pay for vacations that occur during the awarded month of the voluntary furlough. A check or direct deposit will be generated 45-60 days after the scheduled vacation month. All other vacation pay will be applied, as scheduled, upon return to work. Also, you may not defer vacation and vacation days will not accrue while on voluntary furlough status. Vacation days for the following year's vacation will be reduced by one-twelfth (1/12<sup>th</sup>) for each consecutive 30 days or major portion of 30 days (i.e., 16 days or more) of voluntary furlough.

If you have vacation period(s) that are scheduled during the Voluntary Furlough you will be paid out for your vacation at a rate 3:15 hours per vacation day. Your scheduled vacation hours will be posted to the CCS pay register in the month that the vacation occurs. You will be paid based on the current pay methodology in the contract. Please remember flight attendants are paid retroactively. Example: the 1<sup>st</sup> of May and the 16<sup>th</sup> of May are the checks that cover April's bid month.

1. If the value of your vacation is less than 30:00, you will receive the full payment for your vacation on the 16<sup>th</sup> of the month.
2. If the value of your vacation is between 30:00 and 49:59, you will be entitled to a half advance on the 1<sup>st</sup> of the month equal to 24:51. The remainder of your vacation hours will be paid on the 16<sup>th</sup> of the month check.
3. If the value of your vacation is greater than 50:00, you will be entitled to a full advance on the 1<sup>st</sup> of the month equal to 49:42. The remainder of your vacation hours will be paid on the 16<sup>th</sup> of the month check.

Posting vacation hours is a manual process. All vacation postings should be completed by Crew Pay no later than the 15<sup>th</sup> of any given bid month. Note, if you purchased FLEX 2020 vacation any future payroll deductions will be taken out of your last payroll check. If you have questions regarding vacation hours shown on CCS Pay Register, please reach out to Crew Pay directly via the [?Questions](#) Link embedded on the lower left-hand side of your CCS Pay Register for a Crew pay agent review and response.

## Union Dues

The AFA Constitution and Bylaws requires that all flight attendants pay dues for the first three (3) months of any leave status, including voluntary furlough. Flight attendants should contact the Membership Service Department at 800 424 2401 X707 with any questions about payment methods. Additionally, any flight attendant on an inactive status (i.e., voluntary furlough, leave of absence, etc.) who would like to keep her/his AFA membership active may do so. To take advantage of this status, the member must write:

AFA International Secretary/Treasurer  
Association of Flight Attendants  
501 Third Street NW  
Washington, DC 20001-2797

## Furlough Pay

Flight attendants who are awarded voluntary furlough are not eligible for furlough pay.

## Paychecks

Paycheck distribution or direct deposit will continue on normal payroll cycles. Any direct deposits returned to United Airlines will be replaced with a live check. U.S.-based flight attendants who are voluntarily furloughed will receive their paychecks according to normal paycheck distribution procedures.

### Changing Direct Deposit Information:

- Domestic-based flight attendants who would like to change their direct deposit by visiting Flying Together>Employee Services>MyInfo>Payroll
- International-based flight attendants who would like to change their direct deposit information should contact their base to coordinate this update with Corporate Payroll.

## International Based Flight Attendants Direct Deposit

If a change to a direct deposit form of payment is necessary *prior to or after the voluntary furlough effective date*, complete the applicable authorization agreement. Authorization agreement forms can be obtained from the base mail and forms area or from a base coordinator. Completed authorization forms may be emailed to [IFA\\_payroll@united.com](mailto:IFA_payroll@united.com) or uploaded directly to Payroll via Help Hub.

International-based flight attendants should use the Authorization Agreement for Direct Deposit for U.S. Banking form for direct deposit to a U. S. bank. For direct deposit to a bank outside of the U.S., you should contact base management to obtain the necessary forms.

## Scheduling Issues

### Overlap Trips

The September schedule month ends on September 29, 2020. The Voluntary Furlough is effective on October 1, 2020, which is the second day of the October schedule month. If the last scheduled trip in September schedule month, starting on September 29 or earlier, ends on September 30, flight attendants are responsible to fly the trip. If the last scheduled trip in the September schedule month, starting on September 29 or earlier, and overlaps into the first day of voluntary furlough (October 1), flight attendants are responsible for flying the trip. If the last scheduled trip of the September schedule month overlaps beyond October 1 and the trip was part of the original line of flying as awarded, the trip will be removed and the portion of the pairing that operates through October 1 will be pay protected. Flight attendants will be subject to reassignment to another trip on the day(s) that are pay protected through October 1. If scheduled non-fly-through vacation days touch an overlap pairing, the trip will be dropped and not paid.

### Annual Vacation Bidding

You will need to bid vacations for the 2021 vacation year as outlined in Section 12 of the Agreement. As with all flight attendants, communication about the 2021 vacation process will be sent via CCS as well as Company e-mail. The 2021 Vacation Guide will be available on Flying Together, Inflight Service 2021 Vacation Guide.

### Transfer Requests

While on voluntary furlough status, flight attendants may have transfer request(s) on file. Requests will be ranked in seniority order. Transfers will not be awarded to voluntarily furloughed flight attendants when the effective date of the transfer falls within the voluntary furlough period. However, a transfer can be awarded, regardless of the award date, to a voluntarily furloughed flight attendant if the transfer effective date occurs outside of a voluntary furlough period.

Example: A voluntary furlough period ends on July 31. If the transfer effective date is July 1, the transfer will not be awarded to a voluntarily furloughed flight attendant. If the transfer effective date is August 1, the transfer will be awarded in accordance with Section 17 of the Agreement.

## Training Qualifications

Flight attendants on voluntary furlough will not be required to maintain their qualifications during the voluntary furlough period. Additionally, flight attendants will not be permitted to attend training during their period of voluntary furlough, except flight attendants will need to be available for training during the month prior to their return to work date in order to be qualified to fly.

## Visa Issues

On the effective date of the voluntary furlough, you will be placed on an inactive work status. *If you have a work visa, it may no longer be valid while on voluntary furlough status.* You will be required to comply with all immigration requirements as governed by your work visas. In most cases, an invalid visa will require you to leave the country. If you are currently residing in a country on a Company sponsored visa, you may be required to leave within a specified time frame. Please contact your base supervisor or Human Resource representative immediately if you have any questions as it relates to your visa.

### 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 of 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

All flight attendants awarded a voluntary furlough must return required company-issued items including: all local parking access media (stickers, swipe cards, hanging tags), LINK and TSA/Crew badge. Pursers who are in possession of duty free keys/key fob must surrender **both the key and the key fob** during the voluntary furlough checkout process. These items must be returned to your base prior to the commencement of your leave. Flight attendants must return these items to the base at their own expense via FedEx, Certified Mail or UPS.

## Base and Company Mailbox Access

Access to bases 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 voluntary furlough. Please see Checkout Process for more information.

## Address and Telephone Contacts

To ensure that the Company can reach you with any information or updates, you are responsible for keeping your personal contact information current (home address, phone, email addresses, etc.) through Flying Together >Employee Services >MyInfo>Personal Details.

In addition, you also need to update your telephone number in CCS My Info Screen.

## Computer Security

Flight attendants on voluntary furlough will have full access to United's computer systems. This includes CCS and Flying Together. Access will be available for the duration of the voluntary furlough period.

## Uniforms

You will not have the capability to order uniform pieces while inactive on voluntary furlough. You may continue to order uniform items up until 60 days before the start of your voluntary 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.

Uniform points accrued/unused prior to the start of your voluntary furlough will be retained and subsequently available to you 60 days prior to the date of return from your voluntary 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 voluntary furlough. If items become obsolete during the voluntary furlough period, the company will furnish and pay for new uniform pieces.

## Return to Work

### Bidding a Schedule

All returning flight attendants will need to submit the required clearance forms as detailed in your return to work letter. All flight attendants will remain on voluntary furlough status until the Company receives the required medical clearance.

Prior to the conclusion of your voluntary furlough you will be required to complete all required training. You will be awarded a line of flying as long as your training is scheduled and you are qualified to fly prior to the first day of the month for which you are bidding. Bids open on the twelfth of the month and close the eighteenth. Flight attendants on voluntary furlough are responsible for obtaining bid packages. Obtain a bid package via Flying Together.

### Return to Work Meeting

Due to frequent changes in policies and procedures, flight attendants *must attend* a return to work meeting with a designated supervisor. Flight attendants will be advised of the meeting details before returning to work. It is the responsibility of the flight attendant to schedule the required meeting with the assigned supervisor prior to flying their first trip.

## 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.

## 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.

Determining whether a voluntary furlough or your individual circumstance qualifies for unemployment benefits is the exclusive determination of the respective state employment agencies, not United Airlines. United will not contest unemployment claims made by voluntary furlough participants.

## Outside Employment Opportunities

Flight attendants may pursue and accept other employment while on voluntary furlough status; however, employment with another airline is subject to prior, written approval by United's Ethics and Compliance Office. Contact your Base Supervisor.

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

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.

**Note:** This document is intended to serve only as a summary of your benefits and privileges related to voluntary 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 Airlines Benefits Center: 1-800-651-1007) 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.



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

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

You will have access to Flying Together available at <https://flyingtogether.ual.com>

The site includes human resources and career planning information including:

- Benefits Information
- Pass Travel Privileges Information
- Career Resources
- Reduction-in-Force Policies
- Credit Union Web Site Link

## UNITED AIRLINES CONTACTS AND BENEFITS QUICK REFERENCE LIST

### Current United Information

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

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

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)

### PPO/ EPO Plans:

### BCBS Plans:

Blue Cross Blue Shield of Illinois United Airlines Member Services dedicated line is 800 535 9825

[www.bcbsil.com/united](http://www.bcbsil.com/united)

### Aetna Plans:

Aetna 1-800-334-0110

[www.aetna.com/united](http://www.aetna.com/united)

Pharmacy Benefits:

CVS/Caremark 1-844-635-3401

<http://www.caremark.com/>

Aetna International

Aetna 1-888-219-6232

[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

MetLife Hyatt Group Legal:

1-800-821-6400

Dental Plan:

Cigna Dental: 1-800-244-6224

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

employeeRES through your mobile browser- [eres.ual.com](http://eres.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

Note: For those without home Internet access, your public library or unemployment office can provide Internet.