



## Fee Change for Customers who Check bags

United.com offers customers many time-saving benefits that ultimately help us support our customers better. These services, such as checking in up to 24 hours in advance of a flight and checking the status of a flight before going to the airport, help customers conveniently pass through the airport and arrive at their gates more quickly. They also enable employees to spend more time with customers who may have more complicated travel needs.

To encourage customers to take advantage of united.com's online check-in – especially during the busy summer travel season – our site will offer a discounted checked bag price of \$15 for the first checked bag and \$25 for the second. Customers who choose to pay for checked bags at the airport are not eligible for the united.com \$5 discount, and the airport bag fees will now be \$20 for the first bag and \$30 for the second bag.

Our new united.com discount applies to tickets purchased on or after May 14, 2009, for travel within the U.S. and to/from Canada, Puerto Rico and the U.S. Virgin Islands on or after June 10, 2009.

As always, the following customers receive complimentary first and second checked bags:

- United First® or United Business® customers
- Global Services<sup>SM</sup>, Mileage Plus 1K®, Premier Executive®, Premier® or Premier Associate® members Star Alliance® Gold or Silver members
- active military personnel and/or a dependant with ID and traveling on orders