



A STAR ALLIANCE MEMBER



# 2016 United Sales highlights

Innovation, achievement and business-friendly enhancements



=Click to see more



# Agency friendly enhancements

Released most flexible self-service agency rebooking parameters in the business



Atlantic Joint Venture

Launched one call resolution for Air Canada and Lufthansa

Increased Executive Desk staffing by 15%, improving average speed of answer by 54%



Launched dedicated entertainment and production desks



Introduced a dedicated post travel support team for contracted accounts



Removed \$25 booking fee for Meetings phone bookings





# Agency friendly enhancements

Launched United University – a new online virtual learning center

United University

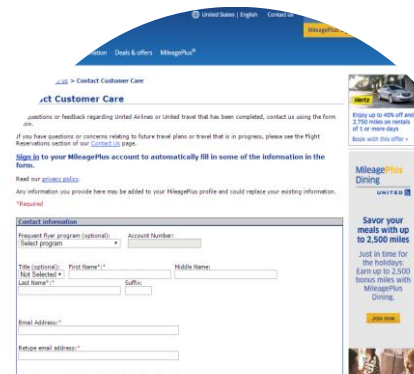


Saved U.S. agencies nearly \$5M in debit memos

Removed \$20 fee for past date e-receipts



Reduced U.S. credit card chargebacks by \$1.4M



Enabled direct travel agent customer care requests on united.com

Enhanced customer refund communication



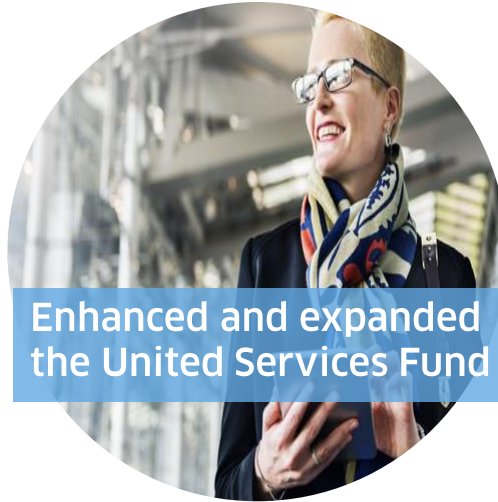


# Programs and policies

Enhanced our Global Performance Commitment



Enhanced and expanded the United Services Fund



Launched United Pass Plus credit card program



Increased “in the moment care” voucher amounts for delays



Reintroduced family early boarding







# The world's best network

**SFO – Tel Aviv, Israel (TLV)**  
Launched in March



**SFO – Xi'an, China (XIY)**  
Launched in May (seasonal)



**SFO – Singapore (SIN)**  
Launched in June



**SFO – Auckland, New Zealand (AKL)**  
Launched in July (seasonal)



**SFO – Hangzhou, China (HGH)**  
Launched in July



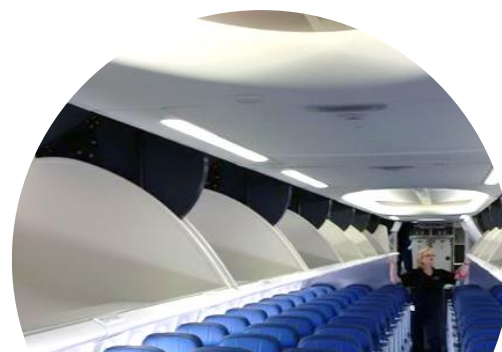
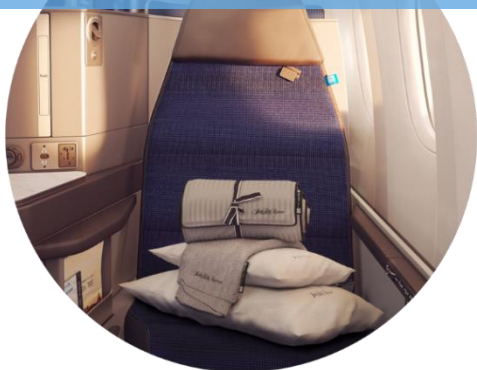
**EWR / IAH – Havana, Cuba (HAV)**  
Launched in December



# Inflight experience



★  
Launched United Polaris  
premium travel experience



Began installing “space bins”  
on 737, allowing additional  
40+ bags per flight

★  
Began offering illy coffee, free  
snacks and Garrett’s popcorn for  
purchase on all flights



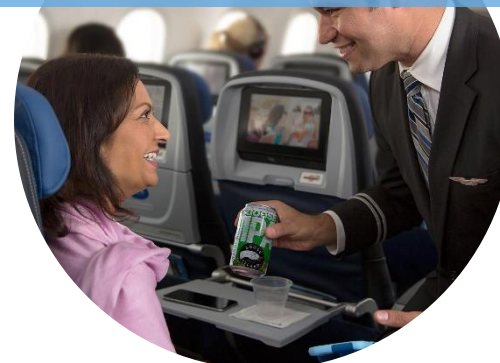
Complimentary drink and  
food item for select  
MileagePlus members



★  
Completed in-seat power install  
on domestic 777s, 747-400s and  
began A319/A320s

100%  
Wi-Fi

Completed Wi-Fi installation on  
mainline and two-cabin RJs





# Airport experience



★  
Opened first United Polaris lounge at Chicago (ORD)



★  
Installed automated security lanes in EWR, LAX and ORD



★  
Launched United Signature Service in EWR, IAH, LAX, ORD and SFO



★  
Completely redesigned United Clubs in LAX and ORD



★  
Began OTG transformation of Houston (IAH) terminal space



★  
Continued to transform EWR: Airport of the future



# Company



Ratified labor contracts  
with key employee groups



Strengthened strategic  
partnership with Air China



Introduced China visa  
scanning on the United app



Launched new joint venture  
with Air New Zealand



Introduced new fare options  
for varied price points



Celebrated 35 years of  
sponsoring Team USA





# Operational



Achieved best full-year on-time performance in company history

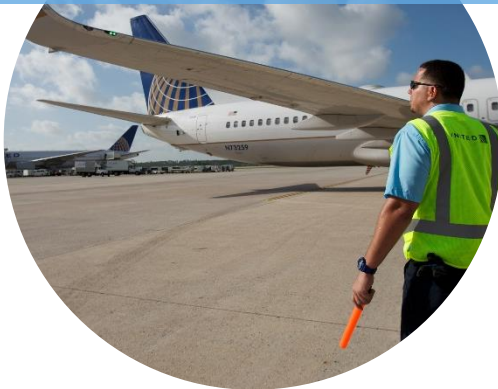


Flew first-ever U.S. commercial biofuel flight

Delivered best baggage performance in company history



Lowest number of cancellations in company history



Equipped front-line employees with more than 50,000 mobile devices

Received our first Boeing 777-300ER

