



2016 United Sales highlights

Innovation, achievement and business-friendly enhancements



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Agency friendly enhancements

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



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



Launched one call resolution for Air Canada and Lufthansa



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



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



Contact Customer Care

Questions or feedback regarding United Airlines or United travel that has been completed, contact us using the Form below. If you have questions or concerns relating to future travel plans or travel that is in progress, please see the Flight Reservation section of our [Contact Us](#) page.

Link to your MileagePlus account to automatically fill in some of the information in the form.

Read our [privacy policy](#).

Any information you provide here may be added to your MileagePlus profile and could replace your existing information.

Required

Contact Information

Frequent flier program (optional): Account Number:

Select program:

Title (optional): First Name: Middle Name:

Last Name: Suffix:

Email Address:

Return email address:

Comments (optional):

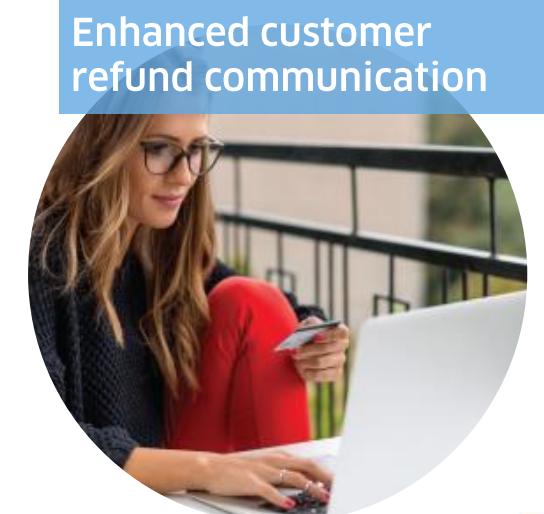
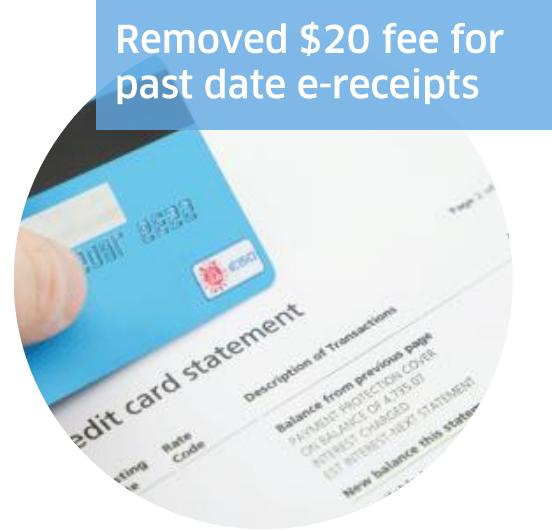
United States

United Kingdom

United States

United Kingdom

Enabled direct travel agent customer care requests on [united.com](#)



UNITED

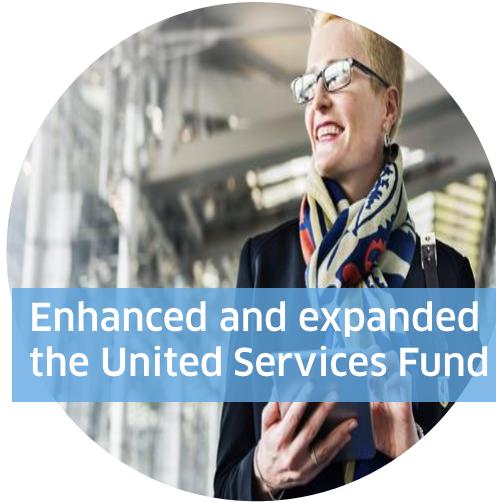


Programs and policies

Enhanced our Global Performance Commitment



Enhanced and expanded the United Services Fund



Launched United Pass Plus credit card program



Reintroduced family early boarding

Increased “in the moment care” voucher amounts for delays





The world's best network

SFO - Tel Aviv, Israel (TLV)

Launched in March



SFO - Singapore (SIN)

Launched in June



SFO - Xi'an, China (XIY)

Launched in May (seasonal)



SFO - Auckland, New Zealand (AKL)

Launched in July (seasonal)



EWR / IAH - Havana, Cuba (HAV)

Launched in December



SFO - Hangzhou, China (HGH)

Launched in July



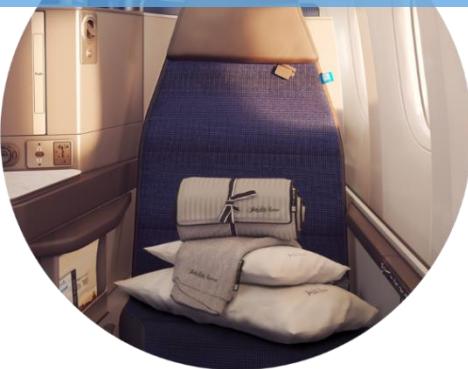
UNITED



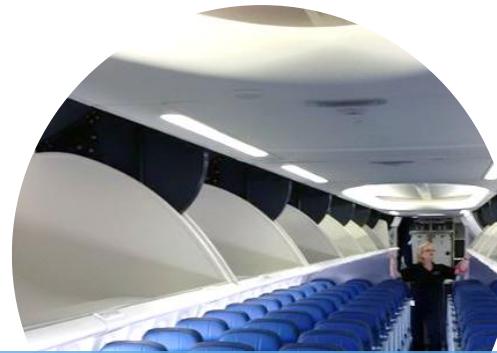
Inflight experience



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



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

Complimentary drink and food item for select MileagePlus members



Airport experience



Opened first United Polaris lounge at Chicago (ORD)



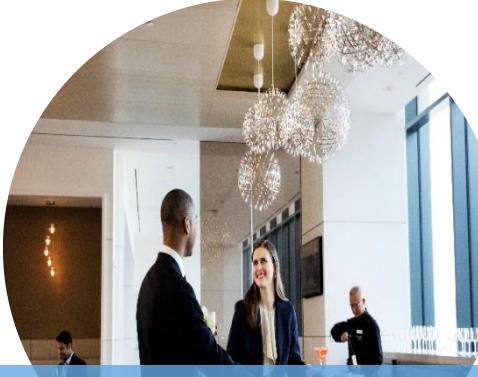
Installed automated security lanes in EWR, LAX and ORD



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



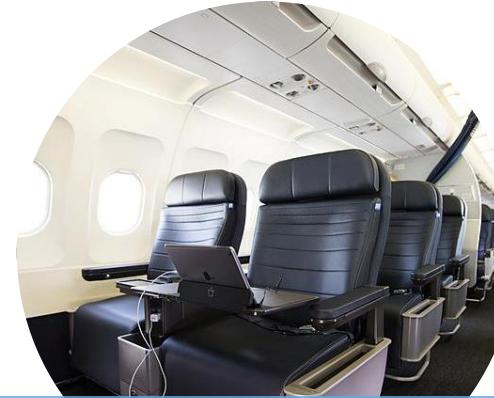
Strengthened strategic
partnership with Air China



Launched new joint venture
with Air New Zealand



Introduced new fare options
for varied price points



Introduced China visa
scanning on the United app



Celebrated 35 years of
sponsoring Team USA



Operational



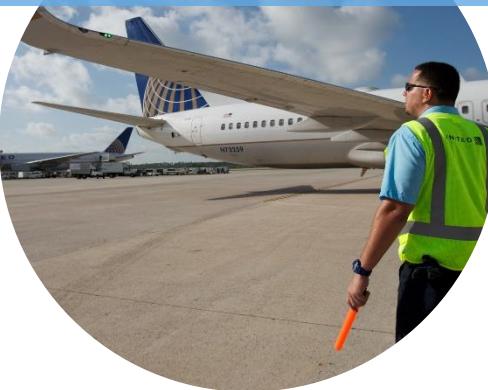
Achieved best full-year on-time performance in company history



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

