

January 7, 2005

Mr. Gregory E. Davidowitch, President
 United Master Executive Council
 Association of Flight Attendants-CWA, AFL-CIO
 6250 N. River Road, Suite 4020
 Rosemont, IL 60018

Re: Supplemental Insurance

Dear Greg:

This confirms the understanding reached during the Section 1113(c) negotiations. Within one hundred-eighty (180) days following the Effective Date of this Agreement, the Company will evaluate and select a vendor to provide voluntary supplemental insurance benefits to Flight Attendants on the System Seniority List. The Company will consider AFA-CWA's recommendations regarding the parameters of the supplemental insurance options. AFLAC will be invited to participate in the bid. Vendor selection will be based on the Company's determination of the best combination of services and value.

Participation in the voluntary supplemental insurance benefits will be at the option of each Flight Attendant. Flight Attendants who elect to participate shall be responsible for paying the full cost of any program in which they enroll. Voluntary supplemental insurance benefits may, but are not required to, include supplemental medical insurance, homeowners insurance, automobile insurance, pet insurance, and cancer insurance. This supplemental insurance shall be offered to Flight Attendant retirees on the same basis as Flight Attendants on the System Seniority List within one hundred-eighty (180) days of the implementation of the program for Flight Attendants on the System Seniority List.

Sincerely,

/s/ Frank Colosi
 Frank Colosi
 Director Labor Relations
 Onboard Service

March 15, 1984

Ms. Nancy Coopersmith, Chairperson
 UAL/AFA Master Executive Council
 Association of Flight Attendants
 10700 W. Higgins Road, Suite 201
 Rosemont, IL 60018

Dear Ms. Coopersmith:

During the course of negotiations for the 1983-86 Flight Attendant Agreement, the Company proposed that Flight Attendants, in lieu of taking tickets on the airplane, would, if requested, take tickets at the door accessing the airplane so as to provide improved customer service.

Prior to implementation, the Company and Union shall meet to discuss the issues of aircraft type, staffing, station location, seasonal needs and safety as they relate to Flight Attendants taking tickets at the door.

This letter confirms that the Association of Flight Attendants concurred on the condition that such action would not be used as a precedent to expand upon Section 1 of the Flight Attendant Agreement.

Sincerely,

/s/ Charles W. Thomson
 Charles W. Thomson
 Director of Industrial Relations
 Flight Employees