

Hopefully these procedures will assist the Company, the AFA and individual Flight Attendants in dealing with such issues going forward.

Sincerely,

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

May 1, 2003

Mr. Gregory E. Davidowitch, President  
UAL/AFA Master Executive Council  
Association of Flight Attendants  
6400 Shafer Court, Suite 250  
Rosemont, IL 60018

***Re: Wage Garnishments***

Dear Mr. Davidowitch:

As a result of discussions between the Company and the Association leading to the Restructuring Agreement, dated May 1, 2003, the Parties have agreed that the Company will not issue discipline to Flight Attendants based on the Company's receipt of a wage garnishment(s) unless the Flight Attendant has repeatedly and after notice from the Company failed to take appropriate corrective action.

This Letter shall be effective upon signing and shall run concurrently with the Flight Attendant Agreement.

Sincerely,

/s/ Charles L. Ahmes \_\_\_\_\_  
Charles L. Ahmes  
Managing Director  
Onboard Service