

October 2, 1997

Mr. Kevin D. Lum, President
UAL/AFA Master Executive Council
Association of Flight Attendants
6400 Shafer Court, Suite 250
Rosemont, IL 60018

Dear Mr. Lum:

During the course of discussions leading to the 1996-2001 and 2001-2006 Agreement, the Company and the Union agreed that IDFS and the Company will implement a Flight Attendant commission program designed to pay Flight Attendants a commission not to exceed eight percent (8%) of actual sales revenue collected. Total Flight Attendant commission payments for each flight will be based on two percent (2%) of actual sales revenue collected to each selling Flight Attendant, the number of which shall not exceed four (4) selling Flight Attendants, depending on the aircraft type. Actual sales revenue collected is defined as the total of cash and credit card vouchers collected for each flight by IDFS.

The above terms apply in conjunction with our current contract with IDFS. In the event such contract is renegotiated or terminated, the Company and the Union will meet to negotiate comparable alternatives for the continuation of the Flight Attendant commission program.

Sincerely,

/s/ Sara Fields
Sara Fields
Senior Vice President
Onboard Service

November 1, 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: Duty Free Employee Discount

Dear Greg:

As discussed at our recent meeting, our duty free vendor is interested in reinstating the United employee discount applicable to onboard duty free product sales. The discount would again be fifteen percent (15%). Consistent with duty free sales, and in order to insure Flight Attendants responsible for selling duty free are appropriately compensated, the actual sales revenue collected after the discount will be included in the total sales amount upon which the commission is based. For example, if an item sells for \$100, the amount the commission would be based on is \$85.

Sincerely,

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