



Hershel Kamen
Senior Vice President
Alliances, Regulatory and Policy

May 1, 2012

Susan Johnson
President
American Foreign Service Association
2101 E Street NW
Washington, DC 20037

Dear Ms. Johnson:

As we discussed during our phone call last week, United Airlines is pleased to extend an exception of the carrier's current pet travel policies to State Department Foreign Service Personnel. The policy matches the exception currently in effect for military personnel.

Through coordination with your office, and as a result of communications between United and Under Secretary Patrick Kennedy's office, United has developed a plan that we believe will meet your membership's needs.

As previously communicated, effective June 1, 2012 Foreign Service Personnel will be able to transport their pets as checked luggage at the terminal ticket counter areas. By allowing pets (in crates) to be checked at the ticket counter, Foreign Service Personnel will not be required to ship the pet as "cargo". United would like to make clear, however, that checking a pet (in crate) incurs rates charged under the United PetSafe program. Rates start at \$229 one way (excluding freight processing fees, security fees and other applicable surcharges) for international itineraries, based on the weight of pet and kennel. Based on past information, the average rate charged is approximately \$440 USD one way.

Below are the key points of the planned exception for Foreign Service Personnel:

- Effective date June 1, 2012
- Reservations can be made beginning May 20, 2012 at 1-800-575-3335
- Applies to State Department Foreign Service Personnel (FSP) traveling under U.S. Government orders (PCS or Home Leave), carrying a diplomatic passport or State Department identification
- FSP customers will be required to provide diplomatic passport or State Department ID and move orders at time of check-in
- Pets plus travel crate weight must total 99.9 pounds or less
- International travel allowed only, meaning travel must include an origin or destination point outside of the 50 U.S. states
- Applicable PetSafe rates will apply
- Includes United Airlines operated flights only (excludes United Express and other partner airlines)

FSP customers taking advantage of this program will enjoy the full benefits of United's acclaimed PetSafe product including the following:

- A dedicated 24-hour Live Animal Desk
- Worldwide United airlines employees who have completed a USDA approved, customized live animal handling course
- Enhanced tracking
- Dedicated PetSafe handling teams in all United hub airport locations
- Weather and other proactive shipment monitoring
- The largest fleet of PetSafe climate-controlled vans of any carrier

United is pleased to have a positive resolution of this issue, made possible through coordination with the American Foreign Service Association and the State Department. I look forward to our continued dialogue.

Best Regards,



Hershel I. Kamen

Senior Vice President – Alliances, Regulatory and Policy

United Airlines

CC: Under Secretary Patrick Kennedy