



Business as Usual for United Cargo in JFK

October 6, 2015

Dear United Cargo Customers,

As I'm certain you've heard by now, United Airlines will discontinue flight service at New York's JFK Airport effective October 25. I want to reassure you that United Cargo's commitment to providing quality service for our customers at JFK is **not** changing.

United Cargo will maintain our longstanding Sales and Operations presence at JFK. We will continue to staff and operate our facilities and our warehouse, and customers will be able to tender and recover shipments at JFK as they do today. In other words, it is "business as usual" for United Cargo at JFK, and we remain dedicated to delivering business-friendly service and fulfilling all your logistics needs.

United's transcontinental flights from LAX and SFO to New York will now operate to EWR – the area's only combined domestic and international hub. United offers more than 400 daily departures from EWR to over 150 destinations – the most in North America, the most across the Atlantic, the most across the Pacific and the most to and from Latin America. We operate 27 daily widebody nonstop flights between EWR and 22 international cities.

To ensure cargo customers using JFK can take full advantage of the capacity and network reach EWR offers, we operate frequent shuttle truck service between JFK and EWR. Along with our regular truck schedule, we have the flexibility to add to or adjust the timing of road feeder service in JFK to satisfy customer needs. Our frequent and reliable shuttle service between JFK and EWR can be used for every type of shipment – we carry everything from small domestic shipments up to P6 pallets of international freight on board these trucks.

I want to restate that United Cargo's Sales and Operations teams remain committed to providing the highest level of benefit to our New York customers – and continuing service in JFK is a crucial factor in meeting this commitment. United remains the #1 carrier in New York, and our long-term plan is to grow with the demand in this market.

Thank you as always for your business and support, and we continue to value every shipment you entrust to us.

Sincerely,

A handwritten signature in black ink, appearing to read "Kevin M. L. Romer".

Kevin M. L. Romer
Senior Regional Sales Manager, U.S. North
United Cargo