

United - PATA Update

Sept 13, 2018

Connecting People. Uniting the World.

Every day, we help unite the world by connecting people to the moments that matter most. This shared purpose drives us to be the best airline for our employees, customers, and people we serve.

Congrats Little League world champions!



THEY CAME AS CONTENDERS AND LEFT AS CONQUERORS, and on August 27 we had the distinct pleasure of flying the newly crowned Little League World Series winners from EWR back home to HNL (Honolulu). The team from Hawaii, representing the United States' West Region, was fresh off its 3-0 victory of Korea in the championship game on Sunday in South Williamsport, Pennsylvania, the culmination of a hard-fought tournament in which they outscored their opponents 26-3 and notched four shutouts in five games.

In 2018, we are focused on 3 key pillars

Building the world's
largest and most
useful network

Delivering an
innovative yet
consistent travel
experience

Cultivating a culture
of caring service

Building the world's largest
and most useful network.

Our network strategy is built on three core elements



Fly where our customers want to go

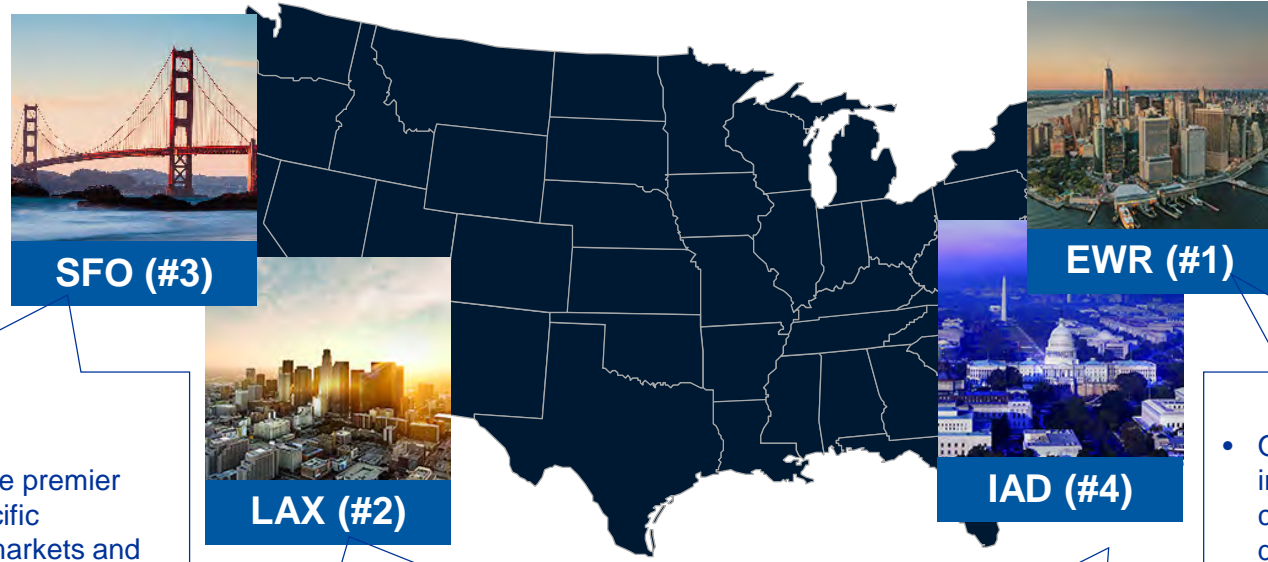


Deliver a consistent, reliable schedule



Build the fleet of the future

Our gateway hubs differentiate UA versus competition, and will see continued investment



- Strengthen SFO's position as the premier gateway to Hawaii and Asia Pacific
- Continue investing in top local markets and west coast connectivity

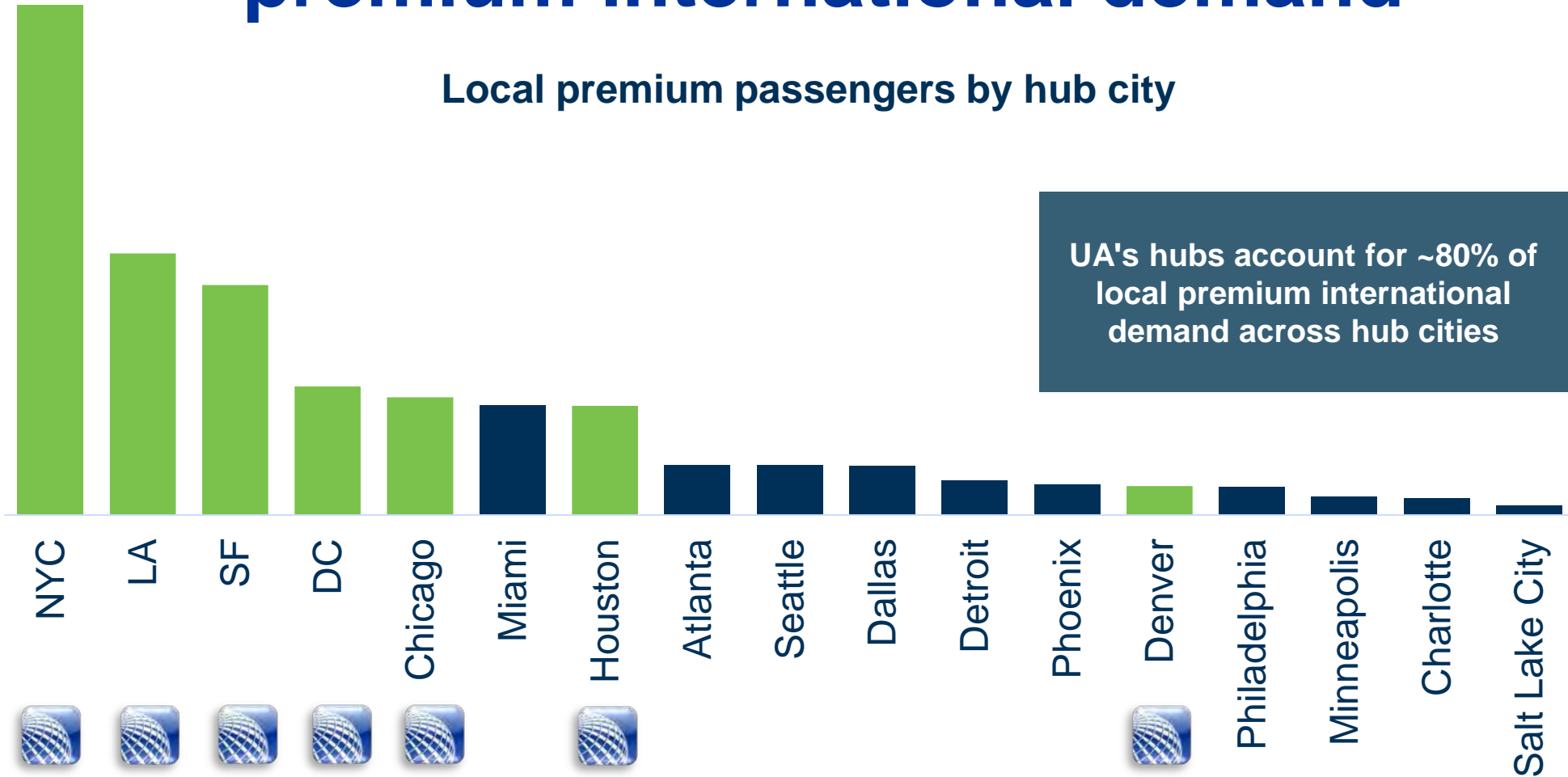
- Invest in growth to align with additional gates returning from construction
- Explore opportunities for additional growth (i.e. T9)

- Continue to build IAD as a strong east coast hub

- Optimize hub for serving international traffic, complemented with strong domestic feed
- Reinforce patterns in key NYC business markets

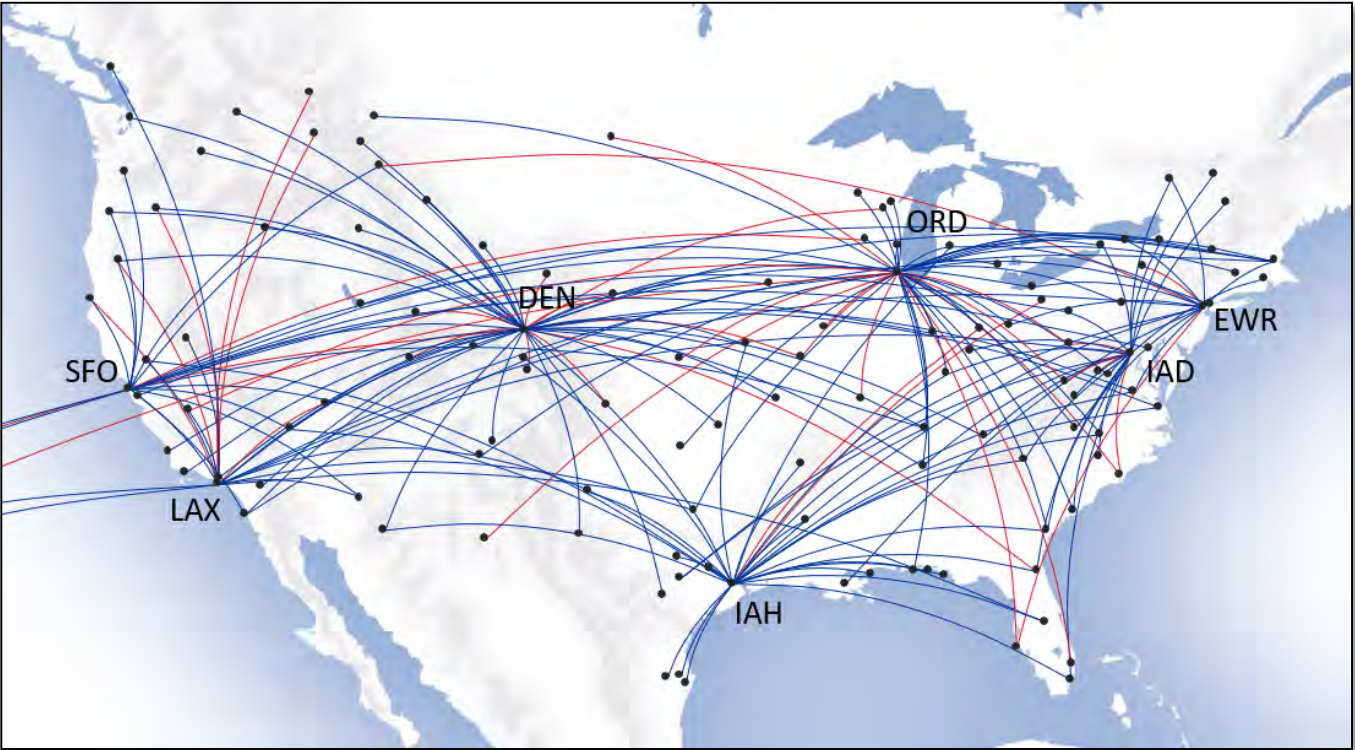
Our hubs are best placed to serve premium international demand

Local premium passengers by hub city



Summer 2018 saw over 400 new domestic departures

YOY Frequency Additions, July 2018



— Additional frequency — New market

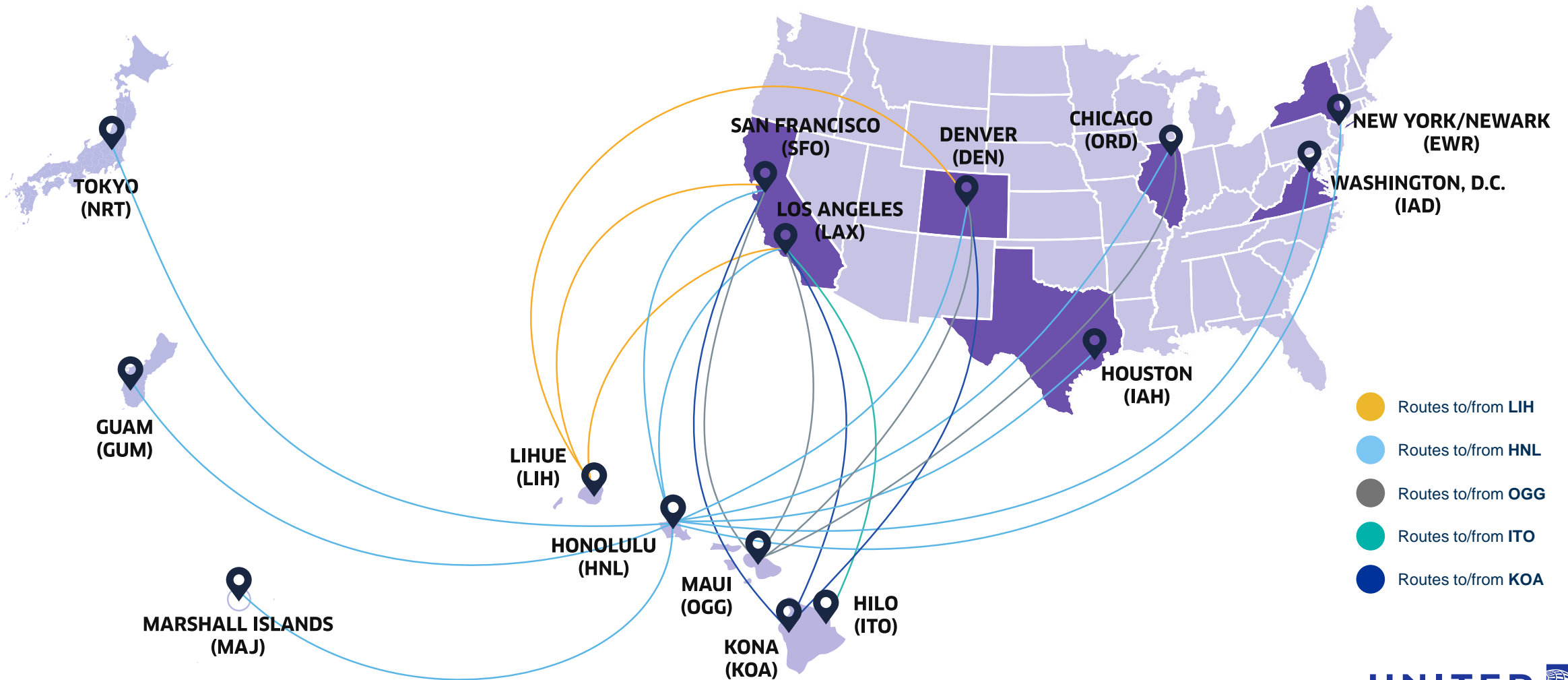
Hub	Deps
DEN	+52
EWR	+13
IAD	+24
IAH	+20
LAX	+23
ORD	+57
SFO	+16

Source: United internal schedules; comparison of peak Thursday in July 2018 vs 2017; US Domestic & Canada



Connecting the world to Hawaii

18 domestic routes, 3 Asia Pacific routes



- Routes to/from LIH
- Routes to/from HNL
- Routes to/from OGG
- Routes to/from ITO
- Routes to/from KOA



MAJ is Part of the Island Hopper route. Map is not to scale.

Expanding service to Hawaii

Since Dec 2017, we increased service to Hawaii from these cities.



DENVER

Service between Denver (DEN) and Kona (KOA), Lihue (LIH) and Maui (OGG) increased from seasonal to daily year-round service.



LOS ANGELES

Service increased between Los Angeles (LAX) and Hilo (ITO), Kona, Maui and Lihue. United is the only airline with nonstop service between LAX and Hilo, on the island of Hawaii.



CHICAGO

Offering the only nonstop service between Chicago and Hawaii, with service to Maui (OGG) increasing to five times per week.



SAN FRANCISCO

Increasing service to Kona, Lihue and Maui.



13

new international
markets in 11 months

More growth than
any other airline

UNITED



All of this is enabled by an aggressive fleet plan



Source: United fleet plan; subject to change

Delivering an innovative yet
consistent travel experience

We are investing in
Customer Experience.

Onboard Product

UNITED  
POLARIS[®]
business class

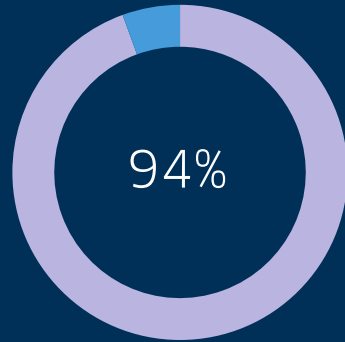


UNITED  
POLARIS[®]
business class



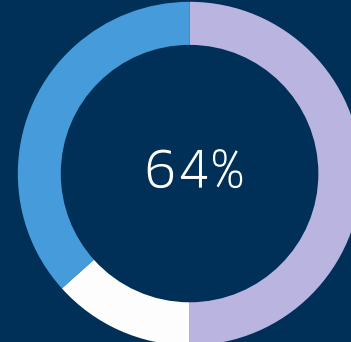
We're installing all-aisle-access United Polaris seats.

777-300ER



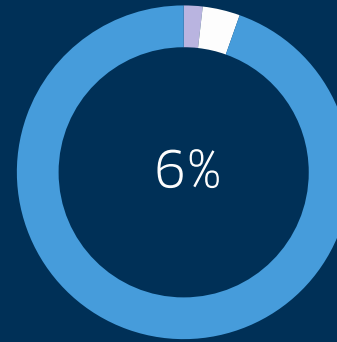
Remaining aircraft will be added in 2018

767-300ER



Remaining aircraft retrofitted in 2018

777-200ER



Retrofit will continue throughout 2018

■ PLANES LEFT TO RETROFIT

■ PLANES IN PROGRESS

■ PLANES WITH NEW SEATS INSTALLED



787-10

Delivery starts in 2018 with United Polaris seats installed



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POLARIS[®]
business class

2018 United Polaris Seat Updates

On average, United
will be adding at least
**one aircraft with
Polaris seating
every 10 days** from
now through 2020.

UNITED 

UNITED



Premium Plus



United Premium Plus Product Offering



**Improved width,
pitch, recline, and
leg rest**



**Group 2 boarding
priority**



**Premium
headphones,
blanket and pillow**



**Limited
amenity kit**



**Tray meal service
similar to domestic
First offering;
complimentary
liquor**

We are investing in
Customer Experience.

Airport Experience

UNITED  
POLARIS
lounge

UPDATES*

- **CHICAGO (ORD)**
open and expanded
- **SAN FRANCISCO (SFO)**
open
- **NEWARK / NEW YORK (EWR)** opening June 2018
- **HOUSTON (IAH)**
opening summer 2018
- **LOS ANGELES (LAX)**
opening fall 2018
- **WASHINGTON DC (IAD)**
opening winter 2018

*All dates subject to change



UNITED  
POLARIS®
lounge

Welcome to San Francisco

United Polaris Lounge at SFO now open

UNITED 

Completed LAX Redevelopment

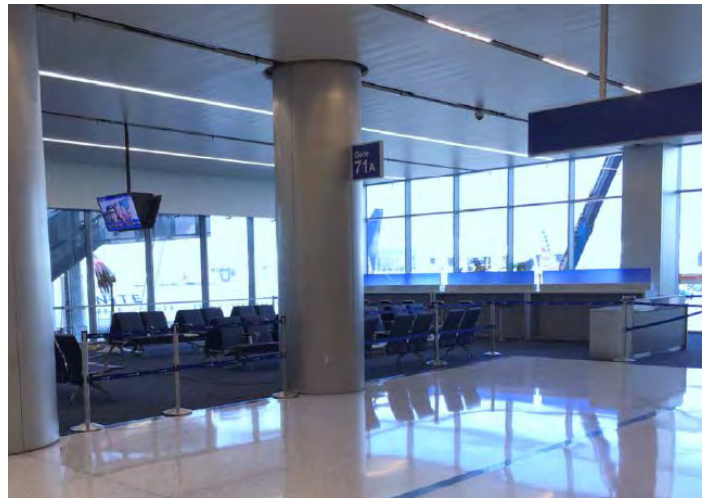
New Security Checkpoint



New United Club



New Holdrooms



New Baggage Claim



We are investing in
Customer Experience.

Digital Innovation

Digital is essential to our customers...



Over 1 billion **digital visits** a year and growing by 10%



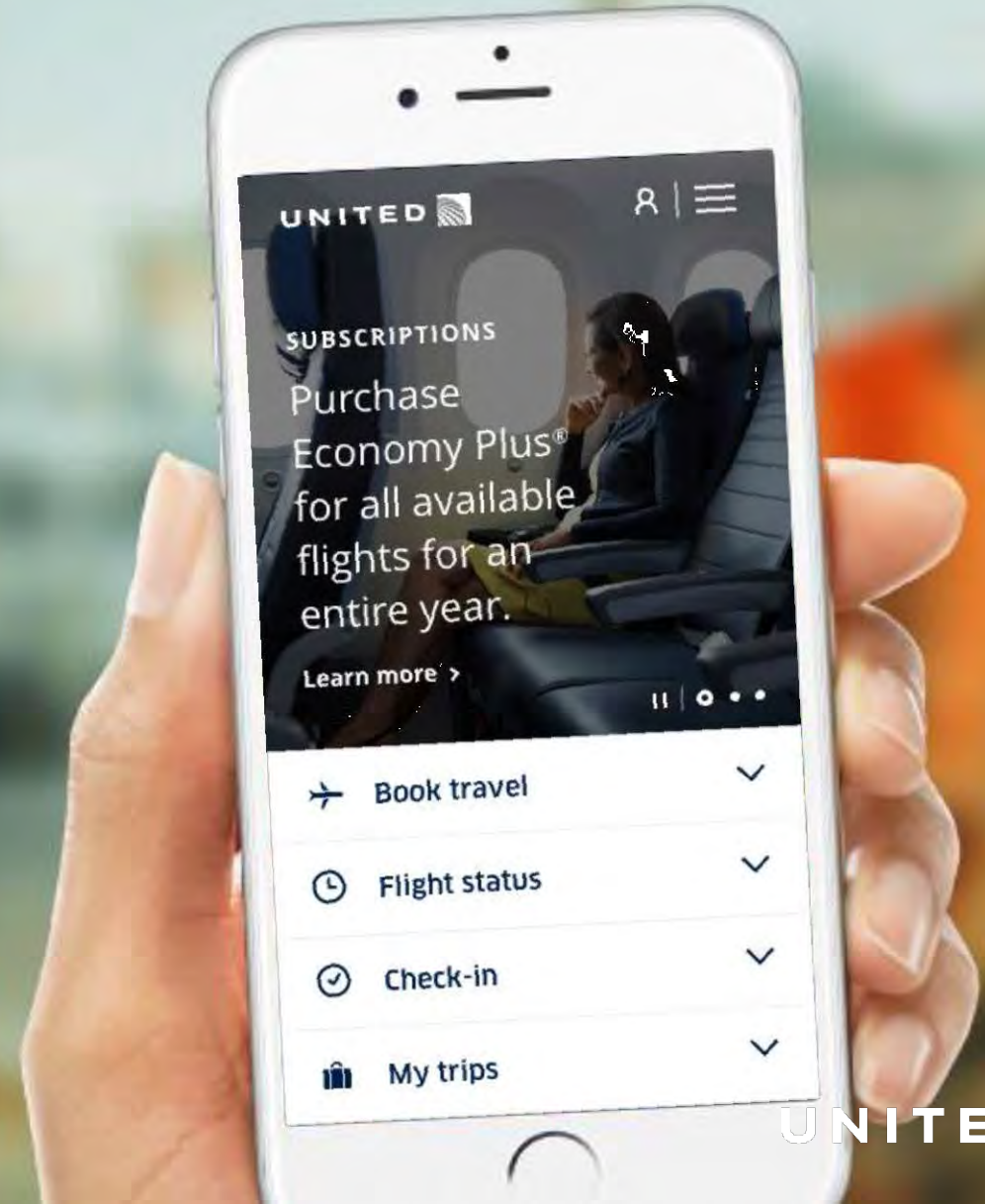
82% of **check-ins** are on United digital properties



United Digital sells **71 tickets** per minute



2 out of every 5 travelers rely on the mobile app for **day-of-travel** activities



... and to our employees



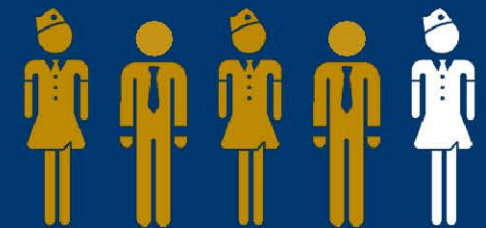
United Tech App
reduces maintenance
delays, resulting in \$9.5M
annual cost savings



Every Flight has a Story
increased customer
satisfaction by 11.7%



The In the Moment Care App
increases customer
satisfaction by 4x



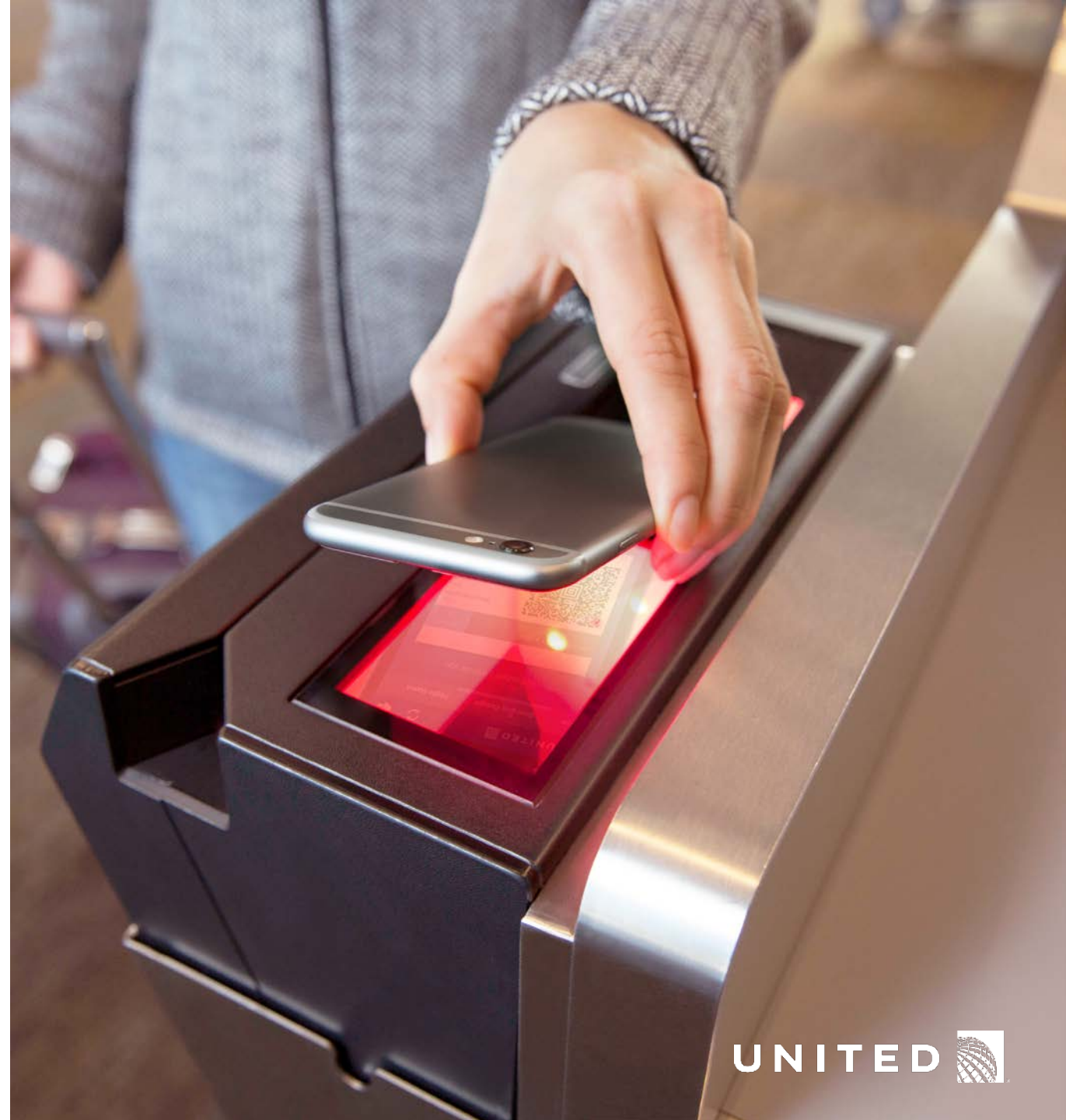
More than 83% of Flight
Attendants use the **My
Flight App** every month

NEW

19 partner carrier
boarding passes available
in the United app

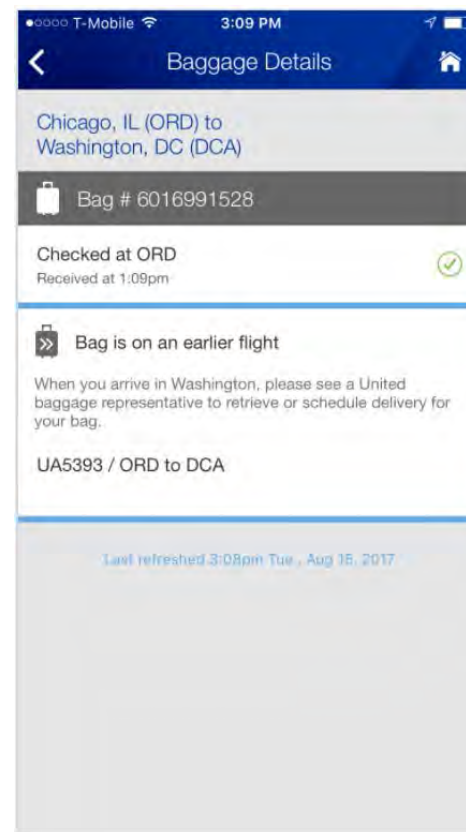
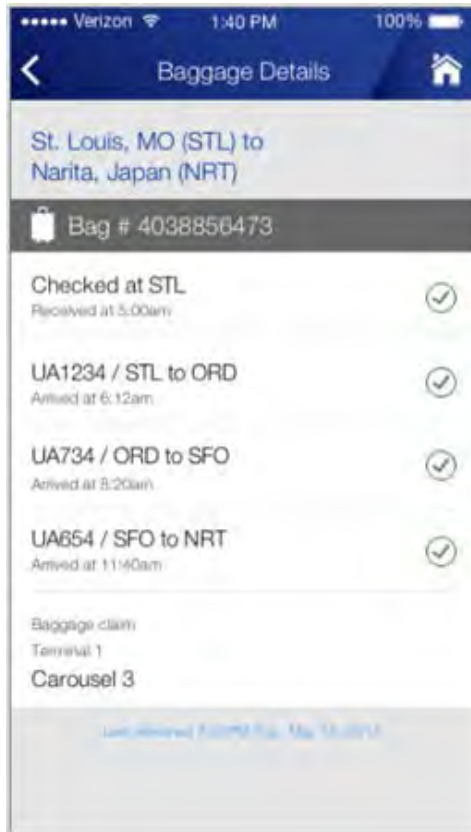
Available now:

- Adria Airways
- Aegean Airlines
- Air Canada
- Air New Zealand
- ANA
- Asiana Airlines
- Austrian Airlines
- Azul Brazilian Airlines
- Brussels Airlines
- Cape Air
- Croatia Airlines
- EVA Airways
- LOT Polish Airlines
- Lufthansa
- Scandinavian Airlines
- Shenzhen Airlines
- SWISS
- THAI Airways
- Turkish Airlines



UNITED 

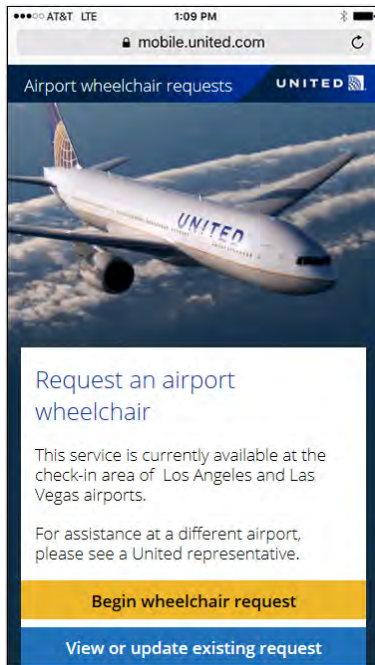
We are providing peace-of-mind to customers checking bags



- **Clear messaging to customers gives instructions when bags are on a different flight**
- **Project enabled by success of employees scanning all bags**

Enhancements are coming to the lobby through better self-service

Wheelchair Request Service



- Wheelchair customers no longer have to speak with a United representative upon arrival at the airport
- Ensuring wheelchair requests are in the reservation we can better serve our customers

Self-Bag Drop



- Further automating self-service in our lobbies in addition to self-tagging
- Leveraging partnerships with manufacturer and airport

**Thank
you!**