



Ref: PN10-2012

May 16, 2013

Dear Travel Agent,

United's Booking and Ticketing Policy

It came to our attention that some agents illegally obtain seats out of lower class buckets which have been closed. All bookings containing such seats are considered fraudulent bookings and a violation to United's Booking & Ticketing Policy.

With effect from May 20, 2013, following measures will be taken on fraudulent bookings:

- United reserves the right to cancel such illegal bookings without prior notice.
- ADM will be issued to booking agent at a penalty of HKD2000 per segment.
- United reserves the right to terminate agent's booking & ticketing capabilities.

For more details on United's Booking & Ticketing Policy, please refer to:

<http://www.united.com/agency>

Your support and co-operation is much appreciated.

Sincerely,

UNITED AIRLINES

Passenger Sales Office