



April 13, 2017

Involuntary denied boarding: What you need to know

We are deeply sorry about what happened on United Express flight UA3411 and are committed to treating all of our customers with dignity and respect. We take full responsibility and will work to make it right by reviewing our policies to ensure this never happens again.

In light of the events of UA3411 and ensuing conversations, we want to make sure our customers are aware of some key facts about involuntary denied boarding.

Involuntary denied boarding is uncommon

In 2016 United involuntarily denied boarding to 4.3 out of every 100,000 passengers*. This was the second fewest amongst the global U.S. airlines and better than the industry average of 6.2 per 100,000 passengers. It also represents a 44 percent decrease over our 2015 rate.

Involuntary denied boarding is even rarer for clients managed through our Sales team. In the very unlikely event a customer traveling on a corporate contracted fare is involuntarily denied boarding, United Sales will work with the corporate account to provide additional compensation in the form of United Services Funds beyond what they are owed under the involuntary denied boarding rules.

*Full-year 2016 U.S. Department of Transportation [reports](#).

Selection for involuntary denied boarding is not random

We follow the applicable U.S. government rules which are incorporated into United's procedures. We currently include a variety of factors in deciding who is selected for involuntary denied boarding, generally in tie-breaker format in this order:

- MileagePlus Premier status
- Fare paid
- Check-in time
- Connection implications

We are reviewing these factors, and will be doing all possible to ensure our corporate customers are not inconvenienced during oversale situations.

Government regulations are in place for involuntary denied boarding and compensation

The U.S. Department of Transportation (DOT) does have mandates in place for the handling of denied boarding situations. When an oversale occurs, the DOT requires airlines to ask for volunteers to give up their seats in exchange for compensation. Should not enough people volunteer, some passengers may be denied boarding. Those passengers denied boarding against their will are, with few exceptions, entitled to compensation. Learn more [here](#). Additional local regulations apply, including those of the [European Commission](#).

We are committed to never forcibly removing a customer from an airplane except when required for a safety or security concern

While our review continues, and you'll see more information by April 30, we are committing that United will not ask law enforcement officers to remove passengers from our flights unless it is a matter of safety and security.

Change is coming

United CEO Oscar Munoz has committed to customers and employees that we are going to make this right. We've started a thorough review of policies that govern crew movement, incentives provided to passengers who volunteer in these situations, how we handle oversold situations and an examination of how we partner with airport authorities and local law enforcement. We will fully review and improve our training programs to ensure our employees are prepared and empowered to put our customers first. Our values will guide everything we do.



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