

2012 MileagePlus®

Program Launch Questions

MileagePlus is the loyalty program of the new United, taking effect later in the first quarter of 2012. Existing members of United's MileagePlus and/or Continental's OnePass® programs have been receiving emails from United and Continental regarding details of the 2012 program.

Until the 2012 MileagePlus program begins, nothing will change regarding a member's account(s). Members of MileagePlus and OnePass should continue using their respective account numbers as they do today to accrue miles, book flights, request upgrades and more.

A summary of what to expect:

1. **Start Date:** The 2012 MileagePlus Program will take effect later in the first quarter. The exact date will be announced in the near future.
2. **2011 Elite Card Validity:** Current privileges will be extended until the 2012 MileagePlus program takes effect.
3. **Account Numbers:** Eight digit alphanumeric account numbers will be assigned to those members who currently have 11 digit account numbers.
4. **Account Linkage:** Members with both a MileagePlus and OnePass accounts must link their accounts.
5. **2012 Miles Earned:** Miles earned after January 1, 2012 will count toward 2013 status.
6. **Benefit Details:** Full details and updates can be found at www.mileageplusmergerupdates.com.

1. Start Date of the 2012 Program

Part of the merger between United and Continental involves converting to a single technology system later in the first quarter of 2012. Once the new system is launched, members will receive the benefits of the 2012 MileagePlus program. MileagePlus will communicate additional details, directly to members, later this month.

2. 2011 Elite Card Validity

MileagePlus and OnePass 2011 elite status and benefits will be extended into the first quarter of 2012, until the conversion to the single technology system. During this time elite members will continue to enjoy their benefits when flying on United, Continental and Star Alliance™ member airlines, including access to Star Alliance partner lounges where applicable. In later January, MileagePlus will communicate the specific expiration date for your 2011 membership card and details on when qualifying members can expect 2012 credentials.

3. Account Numbers

As communicated to members in December, MileagePlus will migrate to an eight digit alphanumeric numbering system when the 2012 MileagePlus program begins. Members will see the following changes:

- **Members with only OnePass:** will retain their account number, which will become their MileagePlus account number.
- **Members with only MileagePlus:** will be assigned a new account number. (This will be communicated directly to members.)
- **Members with both MileagePlus and OnePass:** need to link their accounts to ensure that their OnePass account number becomes their MileagePlus account number.

4. Account Linkage

Linking accounts, for members with both a MileagePlus and OnePass account, ensures a smooth transition to the 2012 MileagePlus program. By linking accounts, the member's existing OnePass number will become his/her MileagePlus number, once the program takes effect later in the first quarter of 2012. The member will receive immediate benefits by linking accounts, including: the ability to transfer miles between MileagePlus and OnePass; the combination of elite qualifying activity (which may elevate overall status); the opportunity to combine miles earned for award travel. This simple process must be completed by January 28, 2012 and begins at www.united.com/linkmyaccounts.

5. 2012 Miles Earned

The new status qualification year begins January 1, 2012. While a member's 2011 status will remain valid until the 2012 MileagePlus program takes effect later in the first quarter of 2012, qualifying miles and/or qualifying segments earned after January 1, 2012 will count towards a member's 2013 status.

6. Benefit Details

Complete benefit information can be found online at www.mileageplusmergerupdates.com.