

Congress of the United States
Washington, DC 20515

August 28, 2014

Mr. Jeffrey Smisek
Chairman, President and Chief Executive Officer
United Continental Holdings, Inc.
233 South Wacker Drive
Chicago, IL 60666

Dear Chairman Smisek:

We are writing today to express our concern regarding the post-merger status of United Airlines employees at Boston Logan International Airport (Logan), specifically United's ramp servicemen.

Shortly after United Airlines announced its merger with Continental Airlines in 2010, you stated before Congress that the merger would have no significant effect on the jobs or wages of the new entity's front-line employees. However, it's been reported to us recently that since the 2010 merger more than 20 ramp servicemen, approximately 10% of United's front-line workforce at Logan have been downgraded from full-time to part-time status and that more reductions in the workforce could occur this fall.

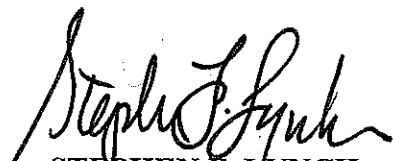
These are troubling developments. While these staffing changes may serve to increase United's bottom line, it will do little to benefit air travelers and most importantly, will devastate employees and their families. The employees affected by these reduction efforts, if not altogether out of a job, may very well wind up struggling just to make ends meet.

This past January, United reported \$1.1 billion in net income for 2013, an 84 percent increase over 2012. While we are encouraged by the company's overall financial performance, we remain concerned that United plans to not only reduce staffing, but also to downgrade employees from full to part-time status.

We believe that these staffing reductions are inconsistent with your statement earlier this year in which you stated "Our goals for 2014 are to provide even more reliable operations, great customer service and materially better financial performance." The most recent earnings report indicates that United is moving in the direction of another strong financial performance for 2014. It is our belief that United can achieve all of your stated goals while still providing its front-line workers with job security and a fair wage.

As Members of Congress we represent the majority of your employees at Logan airport and their well-being is of paramount concern. Please know that we will continue to monitor the efforts of United Airlines pertaining to its employees at Boston Logan International Airport.

Sincerely,



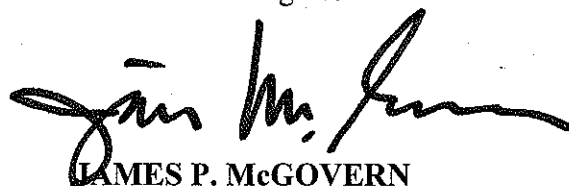
STEPHEN F. LYNCH
Member of Congress



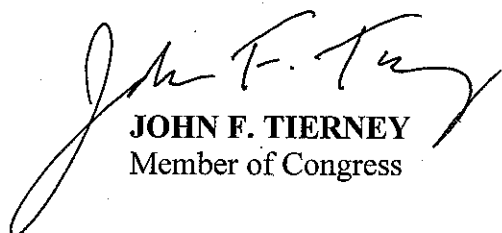
MICHAEL E. CAPUANO
Member of Congress



RICHARD E. NEAL
Member of Congress



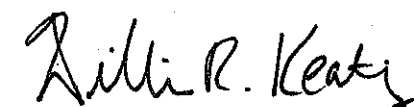
JAMES P. McGOVERN
Member of Congress



JOHN F. TIERNEY
Member of Congress



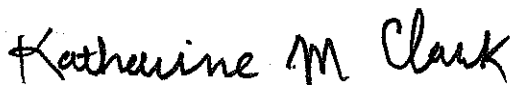
NIKI TSONGAS
Member of Congress



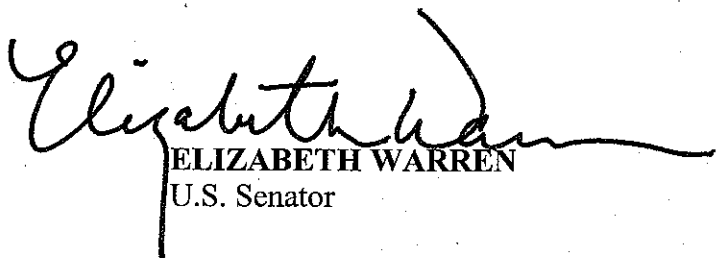
WILLIAM R. KEATING
Member of Congress



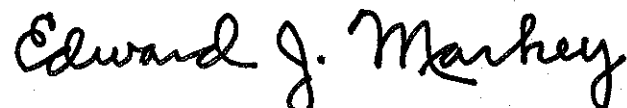
JOSEPH P. KENNEDY III
Member of Congress



KATHERINE M. CLARK
Member of Congress



ELIZABETH WARREN
U.S. Senator



EDWARD J. MARKEY
U.S. Senator