



May 2, 2002

Dear Valued Customer:

On behalf of United Airlines, I want to express my sincere thanks for your cooperation and understanding during what I know has been a difficult experience.

The safety of our passengers and crew is always United's top priority. It was for this reason that the captain of Flight 862 diverted to Auckland and ensured you landed safely and without further incident.

We realize this unexpected diversion to Auckland and the delay in reaching your destination is both inconvenient and frustrating. However, our commitment to your safety, as well as our concern for your well-being, remain our focus.

Thank you again for your support. If you have further questions or feedback, please contact Customer Relations at the toll-free number in the United States at 1-877-228-1327 or via "Contact United" at united.com. We look forward to serving you again.

Diane Soucy Bergan
Director – Customer Relations