



UNITED | EXTENDED: CHANGE FEE WAIVER FOR TICKETS PURCHASED ON/BEFORE MARCH 2, 2020

Dear Agent,

To give our customers flexibility in their travel plans, we are offering a change fee waiver within the following parameters:

- Tickets issued on/before: March 2, 2020
- Original travel dates: March 9 - May 31, 2020
- New ticket must be reissued on/before December 31, 2020 or 12 months from original ticket date, whichever is earlier.

This change fee waiver applies to:

- All fare types, including Basic Economy, bulk, fixed, etc.
- All destinations
- All points-of-sale
- All travel up to 12 months from the original ticket issue date

All eligible tickets should be documented with waiver code 7JC4S in the OSI field (ARC reporting agencies) or ticket designator box (BSP reporting agencies).

Future itinerary changes

Customers can change to a flight of equal or lesser value with no change fee. If the new fare is of lesser value, a residual value can be issued. If the new ticket is a higher fare, the customer only pays the fare difference.

Please remember, if a customer does not intend to travel, it's important to cancel their itinerary before travel to retain the ticket value for future use.

Tickets issued between March 3 – 31, 2020

The change fee waiver announced March 3 is still in effect. The fare rules for tickets issued between March 3 – 31, 2020 have a \$0 change fee and the change fee is automatically waived. Read March 3 – 31 waiver details.

Best regards,
The Management