

CUSTOMER ANNOUNCEMENT

Additional Policy Updates from United Cargo

March 22, 2020

As our flight schedules evolve due to circumstances beyond United's control and government mandates and restrictions, we are focused on continuing to provide our customers the high-quality service you expect and deserve. To manage through these extraordinary and unprecedented circumstances, we need to make some difficult policy decisions.

- Effective March 25, United Cargo will temporarily suspend acceptance of all PetSafe and casketed TrustUA shipments within the domestic United States.
- Through March 24, we will continue to accept and transport PetSafe and casketed TrustUA shipments within the domestic United States to the extent our current schedules permit.
- Customers with reservations to ship PetSafe or casketed TrustUA shipments through March 24 should check United's schedule information to ensure their reserved flight is still operating.
- On March 19, we announced a temporary suspension of all international PetSafe and TrustUA shipments. Cremated remains may still be transported, within the United States only, using our QuickPak service.

We are implementing these temporary measures in response to the unprecedented business environment brought on by the COVID-19 crisis. United Cargo values our relationship with you, and we appreciate your ongoing support.