



August 9, 2011

Dear Travel Professional,

RE: Discontinuation of complimentary limousine service for HKG-EWR BusinessFirst customers

As an effort to align United and Continental Airlines' product, Continental will discontinue the offer of complimentary limousine service for BusinessFirst passengers traveling between Hong Kong and Newark. It'll be effective for tickets issued on or after August 15, 2011 and for travel on or after September 1, 2011. Limousine offer is still applicable for travel before Aug 31 despite of ticketing date and if tickets are before Aug 15 for travel beyond Sep 1.

Please find some examples for further explanation as below.

Ticketing date	Departure date	Limo eligibility
14-Aug-11	14-Aug-11 on or after travel	Yes
15-Aug-11	15 - 31 Aug -11	Yes
15-Aug-11	1-Sep-11 on or after travel	No

Despite of the change, BusinessFirst continues to offer unparalleled service on ground and in the air:

- Flat-bed sleeper seats
- Concierge service
- On-demand entertainment
- Wide variety of menu selections and premium wines
- Complimentary access of airport lounge prior to departure and shower facilities on arrival
- 25% bonus miles on OnePass or Mileage Plus

and much more!

Yours sincerely,

Continental Airlines & United Airlines

Passenger Sales Office