

Dear United Airlines Family

You all have probably heard of an unfortunate incident that has happened on our Flight 3411 from Chicago to Louisville. Due to an operational emergency, our airline was asked to provide space for a full crew of a partner airline, to address an unexpected incident on their side and to ensure safety for a currently unknown number of their passengers. Since the flight had no free seat available, we approached a number of passengers to give up their seat, with the offer from our side to rebook them, to cover inconvenience, and to compensate for expenses. However, when we could not achieve the required number of seats this way, we unfortunately had to follow the required further procedure and thereby asked passengers to leave the plane. During this procedure, unfortunately, one passenger did choose to not follow instructions of the crew responsible for this flight. Even after every crewmember had pleaded to the passenger to follow instructions, to vacate his seat by leaving the plane, and to be rebooked, he displayed behavior that was identified by the flight crew as uncooperative and disruptive, which may have constituted a safety risk in case of incidents during the flight. Therefore, the crew decided to draw on airport security staff in seek of assistance. As things unfortunately escalated out of control, a decision was made to forcibly remove the passenger from the airplane in order to avoid further disruption of airport and flight operations, as well as to provide for the safety of our passengers and crew.

As it has been widely reported, especially on social media, this incident of the forceful removal of the passenger had escalated into an unimaginable situation. While we are at this stage still looking into the details, we do not know yet what really happened and how it could get that far. Herewith, I nevertheless express our utmost concern. Furthermore, I assure every one of you that we value each of our passengers and crewmembers. The safety of our flights is always regarded. Once a full investigation into this incident has been finalized and reviewed, we will issue a correlating statement.

CEO