

感谢贵司一直以来对美联航的支持！

根据近日疫情的原因，为了给客人提供更灵活的旅行选择，我们为乘客做了以下安排：

1. 所有于 2019 年 5 月 1 日-2020 年 3 月 31 日期间出票(016 票版)的客票有效期延长至 24 个月；

详：<https://view.salescomm.united.com/?qs=3a15010d8a0d866c8ef08bd185f346616f856447946951c90744fdcceb8683c2e776256caedd96dee486721c4a07c1315c012ba31052808454080137404c201a2341c37ce13a9766>

1. 对于现持有 MileagePlus 会员的会员等级自动延期至 2022 年 1 月 31 日，同时并降低了会员级别升等里程/航段积累标准达 50%；

详情：

<https://view.salescomm.united.com/?qs=4c04db1abe215bb9a275a2b6aa8453d2ce84090a7976e229937138c36c4ecfee373d7133c2cf5c6e95304836bdc0a6c7d6e5d1ccc7a28b5b747eeb914d3277969030beb24c809e24>

1. 针对特定旅行旅行日期的机票，提供免费改期服务。

详情：<https://www.united.com/ual/en/us/fly/travel/notices.html>

如有任何疑问，欢迎随时联系！

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We're making some key changes to the Mileage

Throughout these unprecedented times, we remain committed to doing what is right and fair for all of the trust and loyalty that you have placed in United. These steps include not only Premier status updates that will happen automatically over the next few weeks — there's nothing you need to do.

The big news: If you have current 2020 Premier status, it will be extended to January 31, 2022. At a r Premier 1K®.

We're reducing the 2020 Premier qualifying points (PQP) and flight requirements for all tiers by 50%

2021 status	Earn Premier qualifying flights	and PQP	... or meet a higher PQP goal
Silver	6	2,000	2,500
Gold	12	4,000	5,000
Platinum	18	6,000	7,500
1K	26	9,000	12,000

We're also doubling PQP for United Explorer cards and quadrupling PQP for the United Club cards.

- At the same time that we're decreasing the published program's PQP requirements, via a promotion from May 1 – December 31, 2020, we're doubling (for United Explorer cards) or quadrupling (for United Club cards) the maximum number of PQP that Cardmembers can earn during 2020 to help achieve a higher level of status than you already have.

1K® and Platinum members, we're increasing your ability to upgrade by extending PlusPoints expiration dates by six months and expanding Skip Waitlist.

- This means a six-month extension of any PlusPoints set to expire on or before January 31, 2021.
- Last year we introduced Skip Waitlist on select flights as a benefit to 1K members, giving you more opportunities to confirm an upgrade request at the time of booking. This benefit will now be available for the rest of 2020 in a significantly expanded selection of long-haul international regions and will have expanded availability in 2021 as well.

We're extending all annual membership and subscription benefits by six months.

- We want to make sure your benefits are still there when you're ready to start flying again. That's why we're extending purchased United ClubSM memberships and purchased subscriptions for Economy Plus[®], United Wi-FiSM and checked bags by six months. You should see this reflected in your MileagePlus account soon.

All electronic travel certificates now have 24 months to be used.

- If your travel plans have been disrupted, and you have an electronic travel certificate from us for the value of your ticket, you now have two years from the date it was issued to book a new flight, as well as up to an additional 11 months to travel. This includes all currently valid and all new electronic travel certificates issued on or after April 1, 2020.

We have removed some redeposit fees for the rest of the year.

- We are currently waiving all award redeposit fees for travel through end of May 2020.
- We are now also waiving all redeposit fees for award ticket cancellations made more than 30 days before departure for the remainder of 2020.

Finally, we'll be making it easier to earn status in 2021 for the 2022 program year. We recognize that getting back to travel will occur at a different pace for different members. Keep an eye out for changes we will make to help you earn status in 2021 for 2022, as we'll share details later this year.

Over the years, you have placed your trust and loyalty in United, and we are honored to do the same for you. We are all in this together.

Status extension to January 31, 2022, applies to all members that met the published criteria of the MileagePlus program in 2019, status associated with the United/Marriott RewardsPlus program and status offered as part of a Sales nomination. Status granted from other programs and policies may not apply.



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Ticket validity now extended to 24 months

As we all navigate through the impact of Covid-19 on travel, **we're committed to keeping you informed** of actions we're taking to help you and your customers manage bookings through this situation.

We understand that travelers may appreciate extra assurance when booking flights during this time of changing schedules and government mandates driven by Covid-19. Now you can offer customers that peace of mind. **Any tickets issued between May 1, 2019 and March 31, 2020 will now have 24-month validity for reissue.**

This means that if your customer elects to reschedule their trip to a different date or destination, they may do so as long as the rescheduled trip begins within **24 months** of the original ticketed flying. That's an extra year to plan their ideal itinerary, and begin the trip. This extended time also supersedes previous guidance on ticket validity for eligible tickets.