

Congress of the United States

Washington, DC 20515

April 19, 2012

Mr. Jeff Smisek
President and Chief Executive Officer
United Airlines
77 West Wacker Drive
Chicago, IL 60601

Dear Mr. Smisek,

As the congressional representatives of many U.S. Foreign Service personnel, we have been troubled by the changes in United Airlines' policy on the transport of domestic animals, which may add thousands of dollars in costs to Foreign Service families transporting pets.

The exception United Airlines has created for Military families is appropriate and laudable, and we strongly encourage you to extend the same conditions for Foreign Service personnel who travel outside the U.S. on Permanent Change of Station orders.

Civilian Foreign Service personnel serve side-by-side with the Military in dangerous posts like Iraq and Afghanistan, and also serve in many other hardship posts around the world. The sacrifices these personnel and their families make in the course of duty are substantial. Pets help ease that burden for children and families, and more than 5,000 Foreign Service families have pets. The significant additional costs caused by United's new policy are an extra hardship, and may even mean the difference between keeping a beloved pet and leaving it behind.

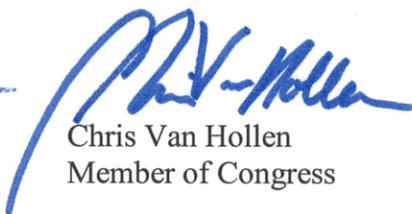
In the interest of avoiding a substantial and unnecessary burden on Foreign Service personnel, we urge you to extend the same common sense solution to them as you have for Military personnel.

We look forward to working with you on these issues, and await your response.

Sincerely,



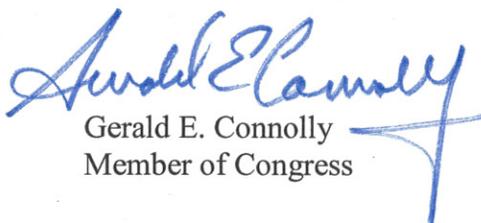
James P. Moran
Member of Congress



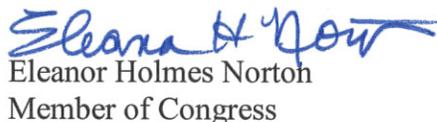
Chris Van Hollen
Member of Congress



Donna F. Edwards
Member of Congress



Gerald E. Connolly
Member of Congress



Eleanor Holmes Norton
Member of Congress