



What is happening?

Continental and United Airlines are merging to create the world's leading airline. The United MileagePlus and Continental OnePass loyalty programs are combining and will be merged into a single program in early 2012. The new program will be called MileagePlus. Program details can be found at <http://www.united.com/mileageplus> and <http://www.continental.com/onepass>

What does it mean?

All miles earned on either United or Continental in 2011, along with active existing miles in accounts, will be combined into one in early 2012. All MileagePlus members will be assigned a new number at the time of the merger *UNLESS* they are currently also members of Continental's OnePass program. If OnePass members, they will retain their OnePass number as their new MileagePlus number. Until then the program will continue to operate separately.

What should I do if I am a member of both programs?

You should link your two accounts as soon as possible. This may be done at either <http://www.united.com/linkmyaccounts> or <http://www.continental.com/linkmyaccounts>. This will allow you to move miles between the two accounts freely, without charge, as often as you like. Registering does not combine your accounts as the programs will continue to operate separately until early 2012.

What if I hold elite status with one program?

After you link your accounts, you should then combine your activity by further joining the accounts at <http://www.united.com/combinemyactivity> or <http://www.continental.com/combinemyactivity>. This will give you reciprocal status on the other airline within 7-10 business days.

Which number should I use when I fly?

As it ultimately does not matter – the accounts will be combined – it's recommended that you use the loyalty program number of the airline you're flying on. i.e., when flying on Continental, use your OnePass number and when flying on United, use your MileagePlus number. You'll earn miles in the account you designated and can freely transfer them between accounts.

What if I only belong to one program?

For the transition, it's recommended that you open a OnePass account if you currently have only a MileagePlus account. Be sure your name (title, first middle, last) and mailing address match on both programs. If you already have a OnePass account, but not MileagePlus, you do not need to open a MileagePlus account unless you want to be able to transfer miles between the two or gain equal elite status (if currently held) prior to the merger.

Do I have to do anything?

Linking your accounts or combining your activity is optional, but highly recommended. With 85million members to merge in the programs, you're ahead of the pack in assuring your accounts are smoothly transitioned if you link your accounts sooner rather than later. Also, If you're holding elite status on one airline, linking the accounts and combining the activity assures you equal status (and upgrades, preferred seating, etc.) on the other. Having the best possible status in both programs will maximize your benefits when flying both United and Continental.

Where can I get more information?

<http://www.continental.com/onepass>

<https://www.united.com/mileageplus>

<http://www.onepassmergerupdates.com>

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