

)	
Abraham Gutnicki)	
Third Party Complainant)	
)	
v.)	Docket DOT-OST-2020-0048
)	
United Airlines, Inc.)	
)	

July 16, 2020

**BEFORE THE
DEPARTMENT OF TRANSPORTATION
OFFICE OF THE SECRETARY
WASHINGTON, DC**

Abraham Gutnicki Third Party Complainant)	
)	
v.)	Docket DOT-OST-2020-0048
)	
United Airlines, Inc.)	
)	

**RESPONSE OF UNITED AIRLINES, INC. TO
REQUEST FOR EVIDENTIARY SUPPORT**

United Airlines, Inc. (“United”) submits the following in response to the Department of Transportation’s (the “Department”) request on July 10, 2020 for evidentiary support for the statement contained in paragraph III.A.11 of United’s answer that “as a result of its recent change in guidance United will provide the Complainant a refund.”¹ United has refunded five (5) tickets by crediting the credit card account used to purchase them. The refund for the sixth ticket was delayed, but United has been able to re-process that ticket for a refund.

As provided for in the Department’s request for evidentiary support, additional information regarding the ticket refunds is being provided directly to the Department confidentially to protect the private personal and financial information of United’s customers and employees.²

¹ DOT’s Request of United Airlines for Evidentiary Support, Docket DOT-OST-2020-0048 (July 10, 2020).

² *Id.*

Respectfully submitted,

A handwritten signature in blue ink, appearing to read "Marc L. Warren". The signature is fluid and cursive, with a long horizontal stroke at the end.

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CERTIFICATE OF SERVICE

I certify that I have, on July 16, 2020, served the foregoing document on the following persons in accordance with the Department's Rules of Practice:

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A handwritten signature in blue ink, appearing to read "Marc L. Warren".

Marc L. Warren
Counsel for United Airlines, Inc.