

	)	
Scott J. Reiners,	)	
Third Party Complainant	)	
	)	
v.	)	Docket DOT-OST-2020-0064
	)	
United Airlines, Inc.	)	
	)	

July 16, 2020

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

Scott J. Reiners,	)	
Third Party Complainant	)	
	)	
v.	)	Docket DOT-OST-2020-0064
	)	
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 13 of United’s answer that “as a result of its recent change in guidance United has provide[d] the Complainant a refund.”<sup>1</sup> United processed a refund for the ticket 0162470654790 on June 11, 2020, and sent notification via electronic mail to Complainant on June 11, 2020. Because Complainant used an Electronic Travel Certificate (“ETC”) to pay for a portion of ticket 0162470654790, the refund for that ticket consisted of a reissuance of an ETC for the portion of the ticket was purchased with an ETC, and the remaining balance was credited to the credit card used to purchase the ticket. United processed the refund for ticket 016247065791 on June 11, 2020, and sent notification to Complainant via electronic mail on

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<sup>1</sup> DOT’s Request of United Airlines for Evidentiary Support, Docket DOT-OST-2020-0064 (July 10, 2020).

June 12, 2020. Exhibits A and B are copies of the notifications sent to Complainant for each 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.<sup>2</sup>

Respectfully submitted,

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

Marc L. Warren  
Jenner & Block, LLP  
1099 New York AV, NW  
Washington, D.C. 20001-4412  
(202) 639-6897  
Counsel for United Airlines, Inc.

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<sup>2</sup> *Id.*

## **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:

scottreiners@gmail.com  
kimberly.graber@dot.gov  
blane.workie@dot.gov  
robert.gorman@dot.gov

A handwritten signature in blue ink, appearing to read "Marc L. Warren", with a stylized flourish at the end.

Marc L. Warren  
Counsel for United Airlines, Inc.

# Exhibit A

PASSENGER: REINERS/SCOTTJEREMY  
TICKET(S): 0162470654790  
REQUEST ID: 30391123

Dear SCOTT REINERS:

We're glad we were able to help you with your refund!

A portion of your refund has been issued as an Electronic Travel Certificate and the remaining amount refunded back to the credit card used to make the original purchase. This certificate can be used for future travel on United - and United Express®-operated flights, and it must be redeemed by the expiration date using the PIN number provided below. As the original recipient of the certificate, you can arrange travel for another person as long as you don't sell it or make a bartering arrangement in exchange. Please visit [united.com](https://www.united.com/web/en-US/content/contact/reservations/default.aspx) or call 1-800-UNITED1 for booking information. You can also stop by one of our worldwide offices listed here: <https://www.united.com/web/en-US/content/contact/reservations/default.aspx>.

Amount: \$ 824.93

Form of Payment: Confidential

Date: 6/11/20

Program Year: 2020

Amount: \$50

Form of Payment: ETC TCVA Confidential

ETC Expiration Date: 6/11/22

Thank you for flying with us! We look forward to welcoming you on board soon.

Sincerely,

United Refunds

# Exhibit B

PASSENGER: FLEK/RUSLAN  
TICKET(S): 0162470654791  
REQUEST ID: 30391124

Dear SCOTT REINERS:

We've processed the refund today.

If your ticket was purchased using a credit card please allow 7-10 business days for the credit to post to your account. For check payments, please allow sufficient time for the check delivery. You may also view the refund details using the Check Refund Status link below and enter the 13-digit ticket number or 8-digit Request ID listed above.

Refund Amount/Currency: 874.93 USD

Form of Payment: Confidential

Refund processed date: June 11, 2020

Thank you for flying with us! We look forward to welcoming you on board soon!

Sincerely,

United Refunds