



Dear Oscar Munoz:

I am writing to suggest you set a good example instead of a bad example by fully compensating the 250 United Airlines Flight 179 passengers at least \$5700 each as provided for under Article 19 of the Montreal Convention of 1999. As you know, United Airlines recently stranded these passengers on the tarmac in freezing conditions for 17 hours and then took another 7 hours to return them to Newark, canceling their flight to Hong Kong.

What should have been a brief stop of an hour or less to discharge a passenger needing medical attention turned into a 24 hour ordeal and a delay for alternate transportation for another 1-2 days. All because of multiple aircraft mechanical malfunctions and a lack of reserves, matters that airlines bear the responsibility for.

The replacement plane took off for Goose Bay 11 hours after the stranding started. Despite that significant delay, meals were not provided on the replacement plane as promised. When the passengers finally returned to Newark 24 hours after their original departure time, they were offered a \$100 gift card and 500 United Airlines dollars or 25,000 miles. This clearly does not sufficiently compensate the passengers in accordance with the Montreal Convention—damages arising from the delay up to \$5700.

As the CEO, you have a choice: defend the indefensible as you did initially in the Dr. Dao case or do the right thing before investigations and lawsuits force you to and/or bring down your reputation several more notches and face likely fines.

Sincerely

**Paul Hudson
President, Flyersrights.org
Member, FAA Aviation Rulemaking Advisory Committee
4411 Bee Ridge Rd. #274
Sarasota, FL 34233
Paul@flyersrights.org
800-662-1859
Flyersrights.org**