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United States Senate

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HOMELAND SECURITY AND GOVERNMENTAL AFFAIRS
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March 19, 2024

VIA EMAIL

Mr. Scott Kirby
Chief Executive Officer
United Airlines, Inc.
233 South Wacker Drive
Chicago, Illinois 60606

Dear Mr. Kirby:

On November 19, 2023, the Permanent Subcommittee on Investigations (“PSI” or “Subcommittee”) requested information and records from United Airlines (“United”) as part of an inquiry into how fees imposed on goods and services affect American consumers, including how airlines charge fees for specific options and services apart from the advertised price of airfare (“ancillary fees”). PSI’s request sought eight categories of information and records related to United’s ancillary fees and asked that responsive materials be produced by December 11, 2023. In the nearly four months that have elapsed since, the overall pace and sufficiency of productions from United in response to PSI’s requests have fallen below the Subcommittee’s expectations and raise serious questions about United’s willingness to cooperate with the Subcommittee’s inquiry on a voluntary basis.

I write to inform you that the Subcommittee expects United’s full and timely response to the requests detailed in my November 19 letter. Unless United provides the outstanding information and records by April 2, 2024, the Subcommittee will have no choice but to consider alternate means to obtain the information needed to conduct its inquiry. In addition, to assist the Subcommittee’s understanding of how United implements and discloses ancillary fees, please make United’s Chief Commercial Officer available for a transcribed interview with Subcommittee staff by no later than April 26, 2024.

Sincerely,



Richard Blumenthal
Chairman
Permanent Subcommittee on Investigations

cc: The Honorable Ron Johnson
Ranking Member