

NEW HIRE EXPERIENCE

Frequently Asked Questions



United is partnering with the Alight New Hire Onboarding team to help educate our new employees about benefits at United by providing a personalized enrollment experience with a licensed benefits counselor. Please review these frequently asked questions for more information about this telephone appointment.

WHO IS ELIGIBLE FOR THIS SERVICE?

Benefit-eligible employees hired with a service date **on or after August 1, 2022**, are eligible.

WHY IS UNITED OFFERING THIS SERVICE?

Studies have shown that employees have a better, more cohesive enrollment experience if they fully understand their benefits package. When employees understand the value of what they are provided, they also understand how United wants to protect their (and their family's) total health with the benefits provided. By offering a personalized, 1:1 enrollment appointment, it allows each employee the space to ask questions, learn more about their benefits and get enrolled.

IS THIS PROCESS MANDATORY?

While the process to enroll with a counselor is not mandatory, it is **highly encouraged** for all our new benefit-eligible employees to participate. The Your Benefits Resources (YBR) enrollment platform is available if you choose to enroll in benefits on your own outside of setting an appointment.

WHO ARE THE BENEFITS COUNSELORS?

The benefits counselors are:

- > Licensed benefits experts with 30+ average years of experience.
- > Full-time employees of Alight and are in a separate support center from the YBR customer service representatives.
- > A dedicated team that has been trained on the various United plans offered to our multiple work groups.

Rest assured, they are not here to “sell” you anything and are not paid on a commission basis. They are here solely to **provide guidance and give new employees the confidence** that they are selecting the right benefits for themselves and their families.

HOW DO I MAKE AN APPOINTMENT?

- > During your first 45 days, you will be able to make an appointment by visiting <http://united.myenrollmentinfo.com>. You can also call **877-260-7563** for scheduling assistance.
- > Appointment slots are **45 minutes** and available Monday through Friday from 7 a.m. to 7 p.m. Central time.
- > You will be asked to enter an email address and your phone number where the counselor should call you at the scheduled appointment time.
- > Once you officially schedule the appointment, you will receive both email and text reminders (if you opted in) until you complete your appointment.
- > It's encouraged you save the 877-260-7563 phone number in your contacts until you've had your appointment. Spam filters on your phone may block the counselor call from coming through.

WHAT IS A TYPICAL ENROLLMENT SESSION LIKE AND WHAT IS DISCUSSED?

On average, an enrollment appointment may last up to 45 minutes. This allows the counselor to:

- > Explain your available benefit options
- > Answer your specific questions
- > Make elections on your behalf directly in YBR
- > Discuss any next steps or reminders after the enrollment is complete
- > Ask you to complete a short confidential survey about your experience

WHAT IF I JUST HAVE QUICK QUESTIONS?

If you have quick questions, but are not yet ready to enroll, then you should call the **United Airlines Benefit Center (UABC) at 800-651-1007**, Monday through Friday from 7:00 a.m. to 7:00 p.m. Central time. Counselor appointments should not be used for this purpose.

DO I NEED TO ENROLL EVEN IF I DO NOT WANT UNITED BENEFITS?

We encourage everyone to enroll, even if you want to waive coverage. You may change your mind about certain benefits after your discussion with the counselor. Also, some benefits may automatically begin as soon as you are eligible.

It's important that you list a beneficiary for any company-provided benefits. If you enroll with a counselor, the counselor will input the information into the system for you.

I WOULD BE MORE COMFORTABLE WITH A SPANISH-SPEAKING REPRESENTATIVE. DO THE COUNSELORS ONLY SPEAK ENGLISH?

You can choose a Spanish-speaking counselor when you book your appointment online. Other languages are also supported using a service called Language Line. Once you click to schedule your appointment, you'll see that option. A friend or family member is allowed to join the call with the associate for translation support, if needed.

HOW DO I PREPARE FOR MY APPOINTMENT?

Please visit LifeAtUnited.com and review the resources available to you, including videos to familiarize yourself with United's benefits and to check your understanding. You can also visit Your Benefits Resources (YBR) available through single sign-on at [Flying Together > Employee Services > Health & Insurance \(YBR\)](#) to get more information about benefit options available to you. Write down any questions you want to ask during your appointment.

Prior to your appointment, please gather the following information and have it with you:

- > **Dependent(s)**
 - > Full names
 - > Birth dates
 - > Social Security numbers
- > **Beneficiaries**
 - > Full names
 - > Relationship

WHAT IF I MISS MY APPOINTMENT?

Benefits counselors will call you at the phone number you provided when scheduling your appointment. If you do not answer the first call, the counselor will leave a message and make **two more attempts within the next five to ten minutes**. If you are unable to answer any of the counselor's three attempts to reach you, you will need to schedule a new appointment or enroll via self-service on YBR.

WHAT IF I NEED TO RESCHEDULE MY APPOINTMENT?

The email and text reminders will include a link to cancel or reschedule your appointment. After clicking the link, you will need to enter the confirmation number (found in the confirmation email or text) and your last name as entered when scheduling the appointment. You will then have the option to cancel or reschedule the appointment.

WHAT HAPPENS AFTER I ENROLL?

After you enroll, the counselor will email you a **What To Expect Next document** with instructions for accessing your benefit confirmation statement, timing of ID cards and more.

WILL I BE ABLE TO MAKE CHANGES TO MY ELECTIONS FOLLOWING THE COUNSELOR APPOINTMENT IF NEEDED? IF SO, HOW?

If you need to make changes after your appointment, you will need to talk with a **United Airlines Benefit Center (UABC) representative at 800-651-1007**, Monday through Friday from 7:00 a.m. to 7:00 p.m. Central time. Changes can only be made if you are still within your new hire enrollment window. Please do not request another counselor appointment to make changes.

CLICK THE BUTTON BELOW TO SCHEDULE YOUR APPOINTMENT WITH A BENEFITS COUNSELOR:

GO TO SCHEDULING SITE >