



September 15, 2009

Dear Flight Attendants:

We recently discovered an error in the processing of crewcash applications by Barclays which resulted in crewcash payments not getting paid properly. This issue was directly attributed to the new application that was introduced in July. In addition, we want to reassure you that this process error has been corrected. It should be noted that US Airways' payroll department processed the payments as instructed by Barclays. Senior leadership from US Airways Marketing, Payroll, and InFlight have been working diligently with the bank to identify and resolve the error. We are not taking this lightly and the bank is taking a number of steps to ensure nothing like this ever happens again.

The error

A programming logic error was loaded by the bank in July that affected new applications only. There is nothing wrong with the applications themselves. Without getting too technical, essentially the link that ties "you" to an approved account was temporarily lost because of the programming error. As data moves from one bank database to another, your ID number "fell out" along the way.

Payment handling

Payment for accounts that were not included in July or August paychecks will be included in your September 18th paycheck. This means that your September 18th check will include payment for accounts that were missed between July 1 and August 21 (new applications), plus the normal payment you would receive for September 18th (new and old applications approved between August 22 and September 21).

Bonus payments issued on September 18th (covering July and August) are likely incomplete since the bonus payroll file was generated before the error could be corrected. This means September 18th bonus payments were calculated from old applications only.

A special make-up bonus file will be built for payment on October 20th. This payment will cover approved and activated accounts that were missed for the months of July and August.

As a gesture of our appreciation for your participation in the crewcash program we are increasing the payment for these delayed accounts by \$10 per account. This one time increase will be included in your September 18th paycheck.

In closing, we truly regret the problem we encountered due to the new application and are committed to resolving it as swiftly as possible. This program is only successful because of each and every one of you and we appreciate everything you have done in support of crewcash.

Sincerely,

US Airways Dividend Miles Team
Fernand Fernandez
Michael Pool
Matthew Hertzfeld