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Mr. Oscar Munoz
Chief Executive Office
United Airlines
233 S. Wacker Drive
Chicago, IL 60606

Dear Mr. Munoz:

On behalf of the nationwide membership of the American Hellenic Institute (AHI), and as a loyal United Premier 1K member and One Million Miler, I write to convey profound disappointment with your comments that attack the launch of Emirates Airline's year-round, non-stop daily service from Newark Liberty International Airport to Eleftherios Venizelos International Airport, Athens, Greece.

The new Emirates route affords U.S. – Greece relations to strengthen by propelling tourism and business opportunities between the two countries. The new route fills a major void that has been missing for years, and provides the estimated 1.3 million Greek Americans, and their families, and all Americans, a more convenient option to visit Greece. In addition, Greece is a popular and attractive tourist destination with 27.5 million foreign visitors in 2016. American tourists comprise a significant portion of foreign visitors to Greece, experiencing a double-digit growth in the 2015-16 season. It is unfortunate that United Airlines did not have the foresight to take advantage of this growth in the marketplace when AHI met with United Airlines in 2013 to explore possibilities of establishing a non-stop route from a major United hub in the United States to Athens.

In 2016, AHI welcomed United's announcement that the airline would resume its seasonal, nonstop service from Newark to Athens. In 2013, AHI, and representatives from the American Hellenic Educational Progressive Association (AHEPA), met with United Airlines to explore possibilities of establishing a non-stop route from a major United hub in the United States to Athens. Rather than criticizing Emirates, AHI strongly contends United, as the second largest airline carrier, should revisit our request and establish a year-round, non-stop daily service from a major U.S. hub with a significant Greek American population. Chicago makes perfect sense as it is the headquarters of United and O'Hare (ORD) is a major United hub, which also happens to coincide with one of the

largest Greek American communities in the country. AHI views the undertaking of such an endeavor as critically important to the U.S.-Greece relationship.

Moreover, I would like to bring to your attention our attempt to raise the notion of a three-city route similar to Emirates' Newark-Athens-Dubai route when, in April 2014, AHI, AHEPA, B'nai B'rith International, and the Conference of Presidents of Major American Jewish Organizations, wrote a letter to United Airlines requesting it give its full consideration to establishing a direct route from Washington, DC (IAD) to Athens, Greece, that would continue to Tel Aviv, Israel. Unfortunately, United did not act.

While we congratulate United for starting the seasonal service last year, we also congratulate the profound initiative by Emirates to provide year-round, non-stop service. Moreover, we do not appreciate the attack, especially because some of the arguments do not hold water. Emirates flies 161 American-made Boeing 777's and the \$76 billion Emirates Boeing 777x order signed November 2013 represents the largest order in U.S. history. All this helps to underscore the impact on the U.S. job market and the U.S. economy.

Finally, we look to United, as the world's second largest airline, to focus on improving its product, to which you, as CEO, have given great attention. In the case of Athens, consider creating a year-round, non-stop service between Greece and the United States.

We look forward to United taking the appropriate measures to establish such a route and we stand ready to help in any way we can.

Sincerely,



Nick Larigakis

CC: Mr. Haris Lalacos, Ambassador of Greece to the United States