

12:25, Sep 30

You: Hi

Info: You are now connected to United's Virtual Assistant

12:25, Sep 30

Chatbot United: Hello Jim and welcome to United Airlines! How can I assist you today?

12:25, Sep 30

You: I need help accessing travel credit from a flight I cancelled in May 2025

12:25, Sep 30

Chatbot United: Got it! To assist you with accessing your travel credit, could you please provide the email address associated with your booking? This will help me locate your credit details.

12:26, Sep 30

You: <a href="mailto:Jim.liu.95@gmail.com" target="\_blank" rel="noopener">Jim.liu.95@gmail.com</a>

12:26, Sep 30

Chatbot United: I wasn't able to find any available travel credits with the email you provided. If you believe you have one from a canceled trip, you can double-check here <https://www.united.com/en/us/fly/travel/credit.html>

12:26, Sep 30

Chatbot United: Would you like to look up travel credits using a different email address?

12:26, Sep 30

Chatbot United: Would you like to look up travel credits using a different email address?

12:26, Sep 30

You: No

12:26, Sep 30

Chatbot United: Alright, if you need further assistance or have any other questions, feel free to ask. I'm here to help!

12:26, Sep 30

Chatbot United: Was this response helpful?

12:26, Sep 30

You: No, I need more help

12:26, Sep 30

Chatbot United: Could you explain a bit more so I can give you a clearer answer?

Info: We haven't heard from you in a while. Is there anything else we can help with?

17:00, Nov 25

Info: Welcome to United Messaging! I'm United's AI-powered Virtual Assistant here to help answer your travel questions. Don't want to be tied to your desktop? For the same service on the go, text "UNITED" to 32050 on your mobile device. \*Please Note: Some answers may be AI-generated based on content from united.com. They may not always be complete or relevant, so check the source links for the most up-to-date information. How can I help you today?

17:00, Nov 25

You: I was told I need to contact reservations to book a flight using my flight credit

17:00, Nov 25

United Virtual Assistant: You can book a flight using your flight credit directly through our website or app. Simply log in to your account, select your flight, and apply your credit at checkout. If you need further assistance, let me know! ✈️

17:00, Nov 25

United Virtual Assistant: Was this information helpful?

17:01, Nov 25

You: it says I can't do that with my flight credit, please connect me to a human

17:01, Nov 25

United Virtual Assistant: I'm here to assist you. Let me know how I can help, and if I can't provide a solution, I'll transfer you to an agent.

17:01, Nov 25

You: transfer to an agent

17:01, Nov 25

United Virtual Assistant: I'm here to assist with various topics in this chat! Can you tell me what you need help with? If I'm unable to help, I'll connect you with an agent.

17:01, Nov 25

You: Using future flight credit to book a flight

17:02, Nov 25

United Chatbot: << Sent Rich Content >>

17:02, Nov 25

You: No

17:02, Nov 25

United Chatbot: Thanks! An agent will be with you shortly.

17:02, Nov 25

United Chatbot: While you wait, please let us know how the virtual assistant could have provided you a better experience. Your feedback is greatly valued.

Info: You are now placed in queue. Thank you, in advance, for your patience.

Info: Almost there! Once connected to Zoey White, they'll review your details and respond in a few minutes. By providing personal information to a United representative, you agree to our Privacy Policy. Learn more at: <https://fly.united.com/NXE3NqX> Please note: Do not send a photo of your credit card in chat. If a credit card is needed, we will send a secure form to collect the details to ensure your information remains protected.

17:03, Nov 25

Zoey White: Hello! Thank you for being a MileagePlus member. I understand you need assistance with booking using a credit. I'm happy to help! Could you please provide the credit confirmation number along with the passenger's full name and date of birth?

17:03, Nov 25

You: [PNG] I need help to use my flight credit

17:03, Nov 25

You: GP28EG

17:03, Nov 25

You: Jim Liu

17:03, Nov 25

You: 11/06/1995

17:03, Nov 25

You: My middle name is Jin, so full name would be Jim Jin Liu

17:04, Nov 25

Zoey White: Thank you for confirming. Could you please let me know the flights you are trying to book?

17:05, Nov 25

You: SFO -> SYD Jan 23, 2026, 11pm departure

17:06, Nov 25

Zoey White: Is this a one-way trip for yourself?

17:06, Nov 25

You: Yes

17:09, Nov 25

Zoey White: Thank you for your patience. Are we proceeding with a booking for standard economy?

17:09, Nov 25

You: basic economy, no need for seat selection and no add ons

17:11, Nov 25

Zoey White: You are selecting the Basic Economy option, which is the most restrictive ticket. Please note that this ticket does not allow any changes and does not include the first checked bag. Shall we proceed?

17:13, Nov 25

Zoey White: You are selecting the Basic Economy option, which is the most restrictive ticket. Please note that this ticket does not allow any changes and does not include the first checked bag. Shall we proceed?

17:13, Nov 25

You: [PNG] I thought it did include the first checked bag

17:14, Nov 25

Zoey White: I see that as well. Let me double-check for you. Are you able to wait a moment?

17:14, Nov 25

You: yes

17:15, Nov 25

Zoey White: Yes, it does include your first checked bag. Shall we proceed? :)

17:15, Nov 25

You: Yes

17:16, Nov 25

Zoey White: Perfect! The fare for the ticket is \$820.90, and the terms and conditions are as follows: **\*\*Terms and Conditions:\*\*** - You have 24 hours to request a full refund. - After that, this ticket is non-refundable. - Changes are not permitted. - If you decide to upgrade to a non-Basic Economy ticket, please note that changes or cancellations must be made before the scheduled departure, or you will lose the full ticket value. - Bag charges may apply.

17:16, Nov 25

Zoey White: To auto-populate your personal information, I will need to authenticate your account. To keep things secure, we will need to verify your MileagePlus account. I will be sending you a text message to the verified phone number associated with your MileagePlus account. Please share the code with me once you receive it.

17:17, Nov 25

You: 328185

17:18, Nov 25

Zoey White: Thank you for verifying. I will now proceed with the booking.

17:18, Nov 25

Zoey White: Could you please confirm your citizenship and country of residence?

17:19, Nov 25

You: USA, USA

17:20, Nov 25

Zoey White: Thank you for confirming. I would like to clarify that a passport is required, and it should be valid for at least three months after the return date.

17:20, Nov 25

You: Yes

17:26, Nov 25

Zoey White: I am still checking for you.

17:27, Nov 25

Zoey White: Thank you for your patience. Upon attempting to complete the booking, the system is not allowing the ticket to be booked as a new reservation. The best option would be to book on the existing reservation as a Standard Economy ticket, since the current ticket is Basic Economy. When we search for flights, we only have Standard Economy options available.

17:29, Nov 25

You: Ok

17:31, Nov 25

Zoey White: Thank you for your patience. I have checked my system, and it appears that a cancellation fee of \$149.50 has been deducted when attempting to use the credits, as the credit was for a basic economy ticket. The remaining value is now \$618.11. Shall we proceed?

17:32, Nov 25

You: Why did I get a cancellation fee? That's not okay that I'm getting less credit now

17:34, Nov 25

Zoey White: I understand your concern. However, based on the basic economy restrictions, if you decide to cancel your reservation, a cancellation fee of \$149.50 will apply in order to issue the credit.

17:35, Nov 25

You: I don't want to cancel the reservation then. I just want to get on basic economy for the flight I told you

17:39, Nov 25

Zoey White: I understand your concern. Please remember that we are using a credit to book the ticket, which is from a basic economy fare. This basic economy ticket only allows us to use the credit if a cancellation fee is

collected. I wish there was a way to reinstate these credits; however, my system is not authorized to do so, as this fee was deducted by the system when I attempted to book the ticket with the credits.

17:40, Nov 25

Zoey White: Please remember that, as stated in our terms and conditions, basic economy fares come with several restrictions. One of these restrictions includes the requirement to pay a fee in order to upgrade to standard economy if you wish to make a change. This also applies in cases where you cancel your ticket or use a basic economy credit, as there will be a fee involved.

17:40, Nov 25

You: I understand your concern. Please remember that we are using a credit to book the ticket, which is from a basic economy fare. This basic economy ticket only allows us to use the credit if a cancellation fee is collected. I wish there was a way to reinstate these credits; however, my system is not authorized to do so, as this fee was deducted by the system when I attempted to book the ticket with the credits.

17:40, Nov 25

You: Hi, I need to request supervisor review. The Basic Economy cancellation fee should have already been applied at the time the original ticket was canceled and converted to a Future Flight Credit. I was quoted a Basic Economy fare of \$820.90 and was given the terms and conditions confirming it was bookable. The system failure that occurred during processing is what incorrectly triggered the \$149.50 deduction. I did not authorize a cancellation or fee, and it is not consistent with policy that a fee is charged when redeeming a Future Flight Credit. Since I relied on the agent's confirmation to attempt the purchase, I need either: 1. The full credit value reinstated (reversing the unauthorized fee), or 2. The originally quoted Basic Economy fare honored without a fee, or 3. An escalation to a supervisor who can reinstate the credit or convert it to an Electronic Travel Certificate. Thank you — please escalate. I would like call notes added to the record.

17:44, Nov 25

Zoey White: I understand, and I have a supervisor ready to assist you. Please stay online while I connect you.

Info: Almost there! Once connected to Sihle Mduge, they'll review your details and respond in a few minutes.

By providing personal information to a United representative, you agree to our Privacy Policy. Learn more at:

<https://fly.united.com/NXE3NqX>

17:54, Nov 25

You: hello