

A stylized illustration of a hand holding a dark blue smartphone. The screen of the phone shows the Twitter bird logo in a light blue circle. A white document icon with three horizontal lines is emerging from the top of the phone. The background is a light blue circle on a white background.

“In 2020, United had more complaints about refund, fare and reservation issues than Delta, American and Southwest combined.”

A stylized illustration of a white propeller airplane flying from left to right. The plane has a teal tail fin with a white 'M' logo, a purple stripe along the fuselage, and a propeller with an orange hub. The background is a solid blue sky.

[illegible]

Sentiment	Percentage
Negative	69%
Neutral	18%
Positive	13%

A stylized illustration of a woman with blonde hair tied in a bun, wearing a black t-shirt and an orange skirt, sitting on a grey bench. She is holding a blue smartphone in her right hand. The background is a solid blue color.



2633

United Airline receives the largest amount of **negative tweets of 2633** among all the other airlines in one week.



PRESENTED BY
United Airlines
 Analytics Team

A stylized illustration of five flight attendants standing in a line. They are wearing dark blue vests over white shirts with blue ties. The two women on the ends are wearing black skirts and black heels, while the three men in the middle are wearing black trousers and black shoes. They are all smiling and looking towards the camera.