



LifeGuard® same-day solutions

LifeGuard ensures critical medical shipments receive maximum care.

LifeGuard connects your lifesaving cell therapy and critical medical shipments to patients. Available on United® and United Express® flights, LifeGuard shipments receive specialized handling and 24/7 oversight.

Service and oversight

Count on LifeGuard to deliver your vitally important medical shipments when time is of the utmost importance. Our fastest airport-to-airport service for shipments up to 100 pounds, LifeGuard has the highest boarding priority and fastest transfer times available so that your products get to the patients that need them.¹

Our 24/7 LifeGuard desk proactively monitors and alerts stations of incoming shipments. Specially trained personnel hand-load each LifeGuard shipment on and off the flight for additional accountability. Our mission is to safely transport your shipments consistent with our core values of operational excellence and customer service.

Available on United Express

With LifeGuard, use the United Express regional network for shipping to patients in over 200 domestic destinations.

Booking and acceptance

In the U.S., contact our LifeGuard desk 24/7 at 1-800-863-8666 or via email at lifeguard@united.com. From outside the U.S. and Canada, contact your local United Cargo sales professional or visit unitedcargo.com. Please note that all LifeGuard bookings must be made at least two hours prior to flight departure.

*May vary by station location

¹ For priority shipments up to 100 pounds (45.4 kilograms) with a maximum size of 90 linear inches or 228 centimeters (L + W + H) per package

Your solution for:

- Cell and gene therapies
- Clinical trials
- Human organs

Your benefits:

- Highest boarding priority
- 24/7 support from LifeGuard desk
- Stations proactively notified of LifeGuard shipment
- Expedited acceptance and recovery
- Fastest transit times globally
- Access to the United and United Express network
- Extra shipment visibility with clearly identifiable red LifeGuard tape and labels

LifeGuard in action*

1. Tender your shipment at the cargo warehouse or terminal counter
2. Runner transports LifeGuard planeside and hand loads for accelerated offboarding
3. Shipment monitored by our 24/7 LifeGuard desk, with prealerts sent to all stations en route
4. Runner meets aircraft and transfers LifeGuard to connecting flight or cargo warehouse
5. Accelerated recovery at the cargo warehouse or terminal counter

LifeGuard domestic

- Shipments transfer in as little as 30 minutes at U.S. hubs
- Ship to over 200 domestic destinations with United and United Express
- Pre-booking required, at least two hours prior to flight departure

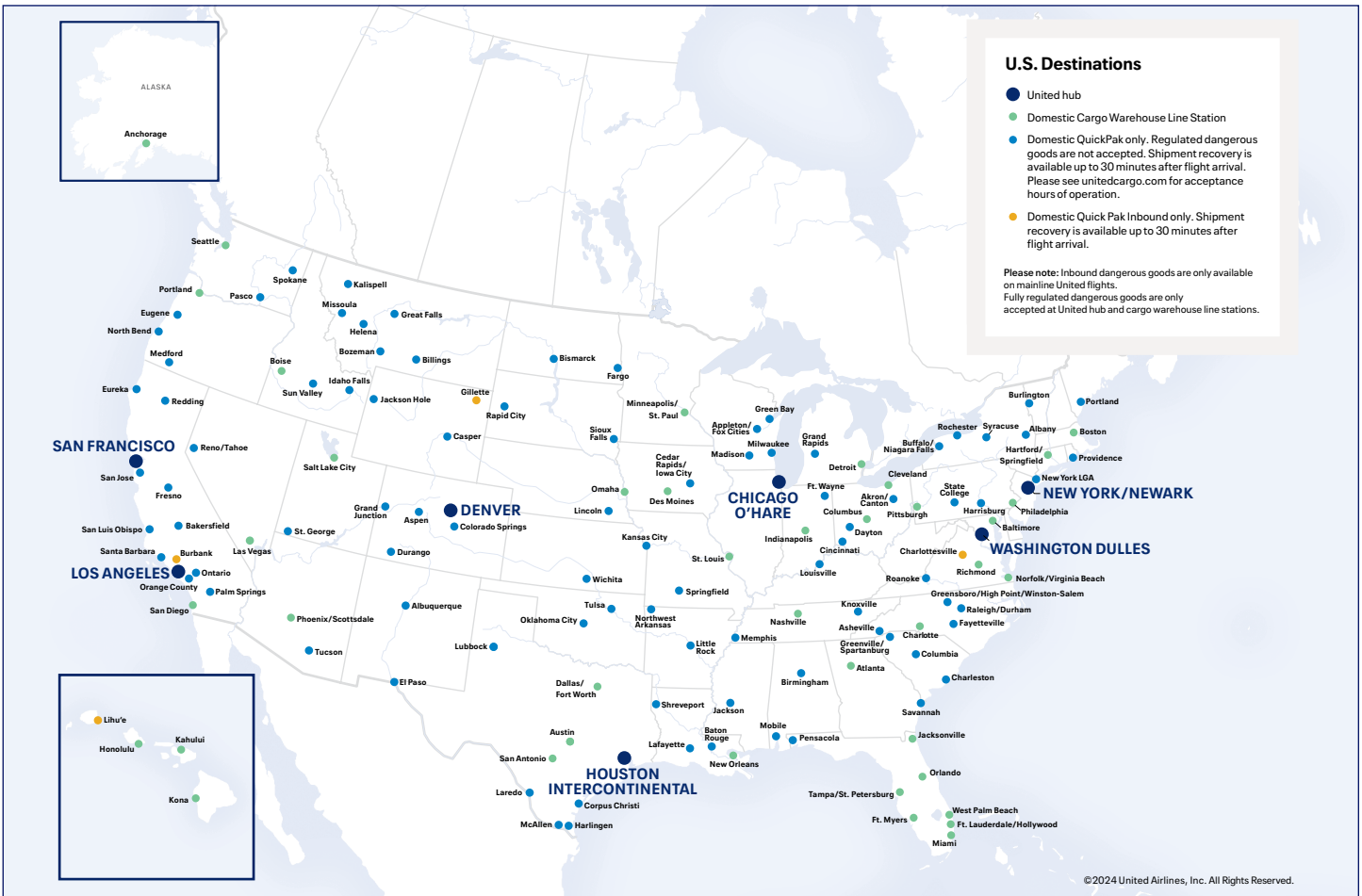
¹Varies by station location

Shipment acceptance

| Minimum acceptance times (Prior to scheduled flight departure) | Time (in minutes) |
|---|----------------------|
| Freight facility drop | 60 |
| Terminal or Quickpak counter | 45 ¹ |

Shipment recovery

| Recovery time commitment (After flight arrival) | Time (in minutes) |
|--|----------------------|
| Intra-U.S. shipments, as little as | 45 ¹ |



Please note that station hours and locations can change regularly, so please visit [unitedcargo.com](https://www.unitedcargo.com) for the latest information.



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LifeGuard connects your lifesaving cell therapy and critical medical shipments to patients. Available on United® and United Express® flights, LifeGuard shipments receive specialized handling and 24/7 oversight.

Service and oversight

Count on LifeGuard to deliver your vitally important medical shipments when time is of the utmost importance. Featuring our most comprehensive service and handling, LifeGuard shipments have the highest boarding priority so that your therapies safely reach the patients who need them.

Our 24/7 LifeGuard desk proactively monitors and alerts stations of incoming shipments, with handling done by specially trained personnel for additional accountability. Shipments less than 45 kilograms transfer in only two hours at all U.S. hubs, and have the fastest recovery times available at destination.¹

Comprehensive healthcare network

With more than 50 LifeGuard stations located in a diverse range of U.S. cities, your medical shipments can quickly and safely get to patients across the world's largest healthcare market. For overseas destinations, benefit from our access to over 100 international cities.

Booking and acceptance

From outside the U.S. and Canada, contact your local United Cargo sales professional or visit unitedcargo.com. You may also contact our LifeGuard desk 24/7 at 1-832-235-1539 or via email at lifeguard@united.com. Please note that all LifeGuard bookings must be made at least two hours prior to flight departure.

Your solution for:

- Cell and gene therapies
- Clinical trials
- Human organs

Your benefits:

- Highest boarding priority above all other shipments
- 24/7 support from LifeGuard desk
- Stations proactively notified of LifeGuard shipment
- Specialized handling by trained staff
- Access to our global network and more than 50 U.S. cities
- Extra shipment visibility with clearly identifiable red LifeGuard tape and labels

LifeGuard in action*

1. Shipment booked with highest boarding priority above all other shipments
2. Tender your shipment at the cargo warehouse
3. Shipment monitored by our 24/7 LifeGuard desk, with prealerts sent to all stations en route
4. Connecting shipments processed at cargo warehouse and transferred to next flight within two hours
5. Accelerated recovery at the cargo warehouse

*May vary by station location

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