

# **EXHIBIT B**

**Yubo Miao - DOT Air Travel Service Complaint-1 of 4 files uploaded-080323.pdf**

Yubo Miao  
PO Box 411  
Mundelein, IL 60060  
Cell phone: 847-212-7146  
Email: yubomiao@gmail.com

August 3, 2023

Office of Aviation Consumer Protection  
U.S. Department of Transportation  
1200 New Jersey Ave. S.E.  
Washington, DC 20590  
<https://secure.dot.gov/air-travel-complaint>

To Whom It May Concern,

This is Yubo Miao, a United States citizen of Chinese descent. I was to be a passenger onboard United Flight 2683 from Chicago, IL to San Diego, CA on June 1, 2023, until I involuntarily became the subject of an incident of abject racial, ethnic and gender abuse by a Caucasian female flight attendant prior to the flight's departure.

I am writing to submit a discrimination complaint to your office against United Airlines.

I have been going through a lot of traumas as a result since then. I have lost significant weight. I have lost sleep and appetite. I suffer from emotional distress.

I am also requesting your office to recover my legal fees (enclosed in this file) and other reimbursement (compensatory, punitive damages) that your office determines justified from United Airlines.

United Airlines has covered up and continued its discrimination with vicious lies. United Airlines has done that very deliberately.

Please refer to the following uploaded files for circumstances details of this incident.

The following are four uploaded files:

File 1: Yubo Miao-1 of 4 files uploaded-080323.pdf  
- This cover letter.

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- My legal bills from Beck, Chaet, Bamberger & Polsky, S.C. professional services (enclosed bill is up to 07/31/23. There will be more for August, 2023).

File 2: Yubo Miao-2 of 4 files uploaded-080323.pdf

- Email correspondence with United Airlines, dated from June 1, 2023 to July 7, 2023.

(This file includes a photo I took at the time)

(This file includes my email to Mr. Bryan Stoller, Vice President, Customer Care, United Airlines on July 1, 2023 and to Mr. Scott Kirby, CEO, United Airlines on July 7, 2023, respectively. I never heard back from United Airlines regarding my demand in my July 7, 2023 email. I then retained Attorney Arthur Beck of Beck, Chaet, Bamberger & Polsky, S.C.)

File 3: Yubo Miao Letter-3 of 4 files uploaded-080323.pdf

- United Airlines letter to me, dated on July 7, 2023.

File 4: Yubo Miao-Kirby23.0719-4 of 4 files uploaded-080323.pdf

-My attorney's demand letter to United Airlines, dated on July 20, 2023. United Airlines has never responded to it.

The following is a brief of the incident:

I saw two flight attendants standing there as I was entering the airplane. I boarded the airplane and started moving toward my seat 14D with my hands full (suitcase in my right hand, another one over my shoulder, my left hand was holding my lunch bag and a full cup of coffee).

After the first class seating, I saw a female flight attendant at row 10 area and staring at me (there was some space between passengers in front of me, because I was waiting for one first class passenger to settle in). There were no other crew members in the rest of airplane. The entire aircraft was empty beyond row 15 during this early priority boarding time.

I passed by the flight attendant in row 10 area without any incident. I then put my two suitcases and a lunch bag in overhead bin above my seat. I sat down in my seat immediately.

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After some one minute, all in a sudden, I saw the flight attendant appeared and told me to move the lunch bag to the foot rest under the seat. So, I stood up and got the lunch bag and put on the seat next to mine. I was the only passenger on my side of three seats. Then, the flight attendant told me to move my lunch box under the seat. I was then saying to her without even looking at her that this was food, I will move to it under the seat later. Then, the flight attendant started yelling at me 'Do you want me to call the captain' I was in a total shock. I then moved my lunch box under the seat immediately. The flight attendant left to the back of the airplane.

This was when a passenger in seat 15E (an African American; young, short hair, clean cut, professional look, medium build, around 5'9" my height) reached out to me and said to me that 'How could she treat you like that.' 'She was so disrespectful.' I then came to fully realize that the flight attendant's demeanor throughout was hostile to me from the time I saw her. That was the time, I also noticed that there were two similar suitcases (a bit bigger than mine) and a small bag (just like my lunch box size) in the overhead bin right on the other side (see the photo that I took at the time in uploaded file "Yubo Miao-2 of 4 files uploaded-080323.pdf"). I told the passenger in seat 15E 'Why the flight attendant was just picking on me.'

The fact is that nothing like "unwanted physical contact with one of our crew members" could had occurred, not even remotely to that during the entire time. The flight attendant did not accuse me of anything like that during the entire time. There were several passengers around, including the passenger in seat 15E right there all the time.

(All details are in uploaded file "Yubo Miao-2 of 4 files uploaded-080323.pdf")

Again, United Airlines has covered up and continued its discrimination with vicious lies. United Airlines has done that very deliberately.

My attorney told me that going through Federal Court is extremely expensive and the process is very long.

I am now going through this administrative process.

Thank you very much for your attention.

Thank you very much in advance for your consideration.

I look forward to your reply.

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Please do not hesitate to contact me at my cell 847-212-7146 or my email yubomiao@gmail.com for clarification as well.

Sincerely,

Yubo Miao