

9/11 Commission files

Team 7/ Box 12

**Flight 93 Calls – Toshiya Kuge
(contains no call-related information)**

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TOSHIYA KUGE

BEGPRODNO : M-INT-00067032
BEGBATES : 265A-NY-280350-302-18395
DATE : 09/17/2001
FBIDESC : JON WILLIAM WEISE INTERVIEW
INPUTBATCH : NCTA_004 (1st Batch of unredacted 302's delivered in August)
FULLTEXT : FD-302 (Rev. 10-6-95)

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/19/2001

JON WILLIAM WEISE, Operations Center Manager for United Airlines' Special Assistance Center (temporarily established at Seven Springs Mountain Resort - Champion, Pennsylvania in response to the September 11, 2001 - plane crash of United Flight 93) was contacted both telephonically and in person by the below-listed Agent. WEISE's cellular telephone number is [REDACTED]. WEISE's permanent address with United Airlines is 1200 East Algonquin Road, Arlington Heights, Illinois IL 60004, telephone number [REDACTED]. After being advised of the identity of the interviewing Agent and the nature of the interview, WEISE furnished the following information:

United Airlines has a "Family Hotline" based in Chicago, IL at their corporate office. The telephone number is 1-800-723-2444. Due to recent events, the hotline, which has been highly publicized, has received a large volume of calls. Family members and others concerned about United Airline passengers can call this number for information. A detailed, paper record of each and every call is maintained at the Chicago office.

To date, United Airlines has not received any inquiries from family members, friends, or others concerning the four suspected hijackers (SAEED ALGHAMDI, AHMED ALHAZNAW, AHMED ALNAMI, and ZIAD JARRAH) of United Flight 93. There were, however, inquiries made for everyone else onboard, except for one male passenger, TOSHIYA KUGE from Osaka, Japan. WEISE noted that United Airlines representatives contacted KUGE's family in Japan first, so there would have been no reason for the family to call United to inquire about KUGE or the crash. KUGE's family is currently at Seven Springs Mountain Resort to attend memorial services and visit the crash site, along with other victim families.

LOIS DANVIR, who works for United Airlines' Corporate Office in Chicago, telephone number [REDACTED] was the individual who coordinated the retrieval of the preceding information at the request of WEISE, who had been asked to do so by the interviewing Agent.

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Investigation on 09/17/2001 at Champion, PA

File # 265D-NY-280350-302 Date dictated 09/18/2001
by 9/11 Law Enforcement Privacy

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The Safety and Security Division for United Airlines is
located in Chicago, telephone number 847 700-5147.

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BEGPRODNO : M-INT-00104328
BEGBATES : 265A-NY-280350-302-87231
DATE : 12/10/2001
FBIDESC : INFORMATION PROVIDED BY LOIS DANVIR ON 11/5&12/10/01
INPUTBATCH : NCTA_004 (1st Batch of unredacted 302's delivered in August)
FULLTEXT : FD-302 (Rev. 10-6-95)

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 12/10/2001

LOIS DANVIR, Manager of Emergency Response Planning,
United Airlines UA, 1200 East Algonquin Road, Elk Grove Village,
Illinois, 60007, [redacted] having been advised of the
identity of the interviewing agent and the purpose of the interview
provided the following information during telephonic interviews on
11/5/2001 and 12/10/2001:

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As Manager of Emergency Response Planning for UA, DANVIR
was responsible for, among other things, insuring that contact was
made with the next of kin of the passengers on UA Flight 93, in the
aftermath of the hijackings and terrorist attacks on 9/11/2001. As
the news of the hijackings was released, UA began receiving
telephone inquiries from individuals regarding possible passengers
on these flights. UA posted a toll free number which was accessible
within the United States US. The phone number was 800 932-8555.
Individuals in foreign countries would have to call the regular
reservation phone numbers in that particular country.

On 9/11/2001 the phone inquiries were handled by UA
Reservation Agents RA. The RA's had a "fill-in" format on their
computer screens. The RA's entered caller information into their
computers. The information would then be printed out. All printed
reports were retained. UA does not save any of these records on the
computer. All reports were generated on paper at the time of the
call. There are no computer records of any of the calls received
pertaining to UA Flight 93.

Prior to 2PM on 9/11/2001, the RA's did not have the
passenger manifest for Flight 93. Prior to obtaining the manifest,
the RA's inputted information into their computers from all callers
making passenger inquiries. This information included the name of
the passenger being inquired about. After obtaining the manifest,
the RA's would check the name being inquired about against the
manifest. If the check was negative the call would be let go, and
the name of the caller would not be recorded. If the check was
positive, information on the caller would be loaded into the
computer and printed.

Investigation on [redacted] at [redacted] telephonically
11/5-12/10/01 Newark, N. J.
File # 265A-NY-280350-NK Date dictated
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The headquarters for the Special Assistance Center was set up at the UA Reservation Center in Chicago, located on the outskirts of O'Hare Airport. UA made contact with the next of kin, of any passengers whom they had not received inquiries about. DANVIR believes that contact had been made with every family by the evening of 9/11/2001. At that time UA had received approximately 46,000 calls. UA received approximately 100,000 inquiries by the Monday after 9/11/2001.

DANVIR had contact with FBI Special Agent [redacted] who is stationed at O'Hare Airport. SA [redacted] phone numbers are [redacted] and [redacted] 24 hour number.

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The printed records of the phone calls are being maintained by UA. DANVIR is the point of contact should these reports be needed for a future court proceeding.

Family Assistance Representatives FAR's have been assigned for each of the Flight 93 victim's families. The Dublin reservations office worked with the family of passenger CHRISTIAN ADAMS, who was from Germany. The Tokyo reservation office worked with the family of passenger TOSHIYA KUGE, who is from Japan.

File folders have been prepared for each of the passengers, including the hijackers. The files for each passenger include all of the reports generated from inquiries made regarding that passenger. DANVIR requests that a subpoena be provided if the FBI needs records of the inquiries/notifications pertaining to the victims.

A review of the records indicates that no inquiries were made of UA pertaining to the hijackers by either their family members or friends. DANVIR would be able to testify regarding that information if so needed at a later date.

On 11/13/2001 DANVIR e-mailed SA [redacted] a list of UA Flight 93 passengers. The list included the names of the next of kin, as well as the names or relationship of the person making the inquiry regarding the passenger. The list also specified whether UA was contacted, or whether UA made contact with the family. This list is being retained in the 1A section of the case file. DANVIR would be able to provide more specific information regarding the next of kin, Reservation Agents and Family Assistance Representatives if necessary.

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