



Labor Relations Department
500 Water Street, J-455
Jacksonville, FL 32202

N. V. Nihoul, Director
904 - 359-1922

March 2, 2009

File: 4028-12
5025-12

Mr. D. R. Albers, General Chairman
Allied Federation
315 West Main Street – Suite 20
Hendersonville, Tennessee 37075

Mr. J. D. Knight, General Chairman
Seaboard Federation
2153 Broadwater Drive
Jacksonville, Florida 32225

Mr. G. L. Cox, General Chairman
Southern System Division
800 Concord Road
P. O. Box 24068
Knoxville, Tennessee 37933-2068

Mr. T. R. McCoy, General Chairman
Affiliated System Federation
9300 Runyon Road
Catlettsburg, Kentucky 41129

Mr. Jed Dodd, General Chairman
Pennsylvania Federation
121 N. Broad Street – Suite 503
Philadelphia, Pennsylvania 19107

Mr. B. A. Winter, General Chairman
Consolidated Rail System Federation
58 Grand Lake Drive
Port Clinton, Ohio 43452

Mr. S. A. Hurlburt, Jr., General Chairman
Northeastern System Federation
135 Mick Lane
Oneonta, NY.13820-4316

Gentlemen:

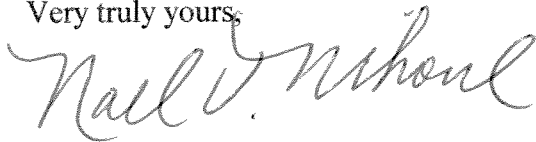
As a matter of information, in the event you receive any calls from your members, our Human Resources Department is initiating a new service for furloughed employees to assist them in getting information on their benefits and current employment status, and to encourage them to return to CSX promptly at the end of their furlough. The Employee Service Hotline will be staffed beginning Tuesday, March 3, weekdays from 7:00 a.m. – 6:00 p.m. The phone number is 1-866-742-1939.

Staff has been trained to help answer questions about benefits, furlough status, job transfer opportunities, seniority status, payroll and other issues. Please make those employees who may receive questions from furloughed employees aware of this service and ask that they refer the appropriate calls. They should also understand that in some cases they may receive calls that are referred from the hotline as needed.

The attached letter is being mailed to all furloughed and training suspended employees today. Thank you in advance for notifying your teams about this new resource.

If you have any questions regarding the above or the attached, please feel free to contact one of our Labor Relations Managers responsible for the territories coming under their jurisdiction.

Very truly yours,

A handwritten signature in cursive script, appearing to read "Nail V. Nikolov".

Director – Labor Relations Engineering

Attachment

cc: Labor Relations Managers - Engineering

February 27, 2009

Dear *First Name Last Name*:

CSX will provide a toll-free **Employee Service Hotline** to assist furloughed employees and help answer your questions about benefits, your crew district status, seniority status issues, employment opportunities, payroll and other important matters. Beginning Tuesday, March 3, staff will be available weekdays during business hours to assist you when you call:

1-866-742-1939

Our business has been impacted significantly by weak consumer demand and the global recession. Volumes are down 20% on average and we regret having to furlough valued employees.

In the meantime, we are working diligently to bring our employees back to work as soon as possible and to prepare for the economic recovery. We appreciate our employees and your service to CSX, and want to provide whatever assistance we can to help you and your family during this trying time.

You also have access to general company information on the Employee Gateway. Visit www.csx.com and click on Employees > CSX Employee Gateway to log on. If you are visiting the Employee Gateway for the first time, please see the enclosed instructions.

Please call if you have questions. While we work to overcome the current downturn in our business, we're here to help address your concerns.

Sincerely,



Lisa Mancini
Sr. Vice President
Human Resources/Labor Relations/Corporate Services

How to Access the CSX Employee Gateway:

www.csx.com > Employees > CSX Employee Gateway

To log on, your user name is your RACF ID. If you do not know your RACF ID, you may contact the Help Desk at 1-800-243-7743.

The format used for **initial** password set up is as follows:

- The first three letters of your last name (usually lower case)
- The last number of the year of your birth
- The last four numbers of your social security number.

To **reset** your password, visit <http://reset.csx.com>.