RE: UA1759 – 06 September 2023 – Boeing 737-MAX9 (N37531) – DCA23LA445.

Flight Attendant Statements

Injured Flight Attendant – AFT (2L) – FA3 – FA01 Galley (in reference to FWD 1R statement)

I was on flight 1759 a 737 aircraft #7531 on Sept 6th, 2023. We were flying from IAH to CVG. I had been awake 15 hours and on duty 8. I was the Flight Attendant assigned jumpseat 2L when I became injured in unexpected severe turbulence. It was initial descent, I was wrapping everything up in the galley, I was already seated in the jumpseat but not strapped. Then it happened suddenly. There was no forewarning from the pilots. In the event, I hit the ceiling and fell to the floor on my side. I sustained a fractured pelvis. Medlink was advised and EMS met the flight. I was seen at the hospital and was informed that healing will take a couple of months. I don't know how Air Traffic Control works or how Pilots communicate with them. But I feel the weather should be watched more closely to keep this from happening. I don't want any more Flight Attendants suffer like me in the future.

AFT (2R) – FA2 – FA01 Aisle (in reference to FWD 1R statement)

September 6, 2023 on flight #1759 at approximately 2245 hours unexpected turbulence occurred which caused FA3 to fly up into the air, hit the ceiling and then fell to the ground in the Aft galley. Turbulence came on suddenly. I responded to her to check on her welfare. She was conscious, breathing and talking. I then immediately contacted the purser who was at the front of the aircraft. I was advised and followed instructions that I sit in the jump seat next to her to monitor her condition. FA4 assisted by checking up on her and disarmed her door when we landed. My concern was the safety of the injured flight attendant and other passengers as my duties.

FWD 1L – FA1 – Purser (in reference to FWD 1R statement)

On UA 1759 September 6, 2023 the flight hit severe unexpected turbulence at approximately 11,000 ft. The turbulence caused FA 3 to fly up, hit her head on the ceiling, and landed on her side in the aft galley. FA 2 was near her in the aft galley which she witnessed the incident. FA 4 was in the aisle during the time doing a bonus bucks walk through but was able to get into an empty customer seat and buckle up. The purser was in the FWD galley and was able to get in to her jumpseat fortunately. FA 2 reported the incident to the purser who relayed the message to the captain and FO to arrange medical to meet us at the gate when we arrived. While being in such a time crunch and keeping safety of the crew and passengers at our top priority, the crew communicated and made decisions that we thought would be best for the incident we had going on.

FWD 1R – FA4 – FA02 (in reference to FWD 1R statement)

Unexpected severe turbulence occurred on flight UA 1759 IAH-CVG before final descent. The incident occurred in the aft galley FA01 aisle notified the purser that FA01 galley had flown to the ceiling hitting her head and came down hitting her hip first but she was able to manage herself getting up and securing herself on her jump-seat. Purser immediately contacted the captain informing him of the incident and if Medlink can be contacted to have medical attention when arriving at CVG airport. At this point we did not feel safe to complete final walk through when the double chime dinged but the PA announcement from the EFAOM was made and also adding that we were not able to complete final walk through but cooperate with directions for final descent. Also, due to not feeling safe and securing ourselves to our jump seats none were able to brief an ABA at the moment. Purser notified FA01 aisle that FA02 will be heading to 2L to help disarm door and cross check, due to FA01 galley not being able to disarm assigned door when arriving at gate. When aircraft made complete stop PA announcement was made informing passengers to remain seated due to the incident. FA02 then headed to 2L, purser disarmed 1L and 1R. Then PA announcement was made to disarm doors, all call was made to verify disarmed doors and cross check.