

## In Summary

Things we'd like you to know

JANUARY 2014

## New Year's Message From Erwan Perhirin, Vice President, Asia Pacific

It gives me great pleasure to start the year by wishing all American Airlines customers a very happy and healthy 2014.

We want to thank you for your unwavering support throughout 2013 and we look forward to partnering with you in 2014. It will be an exciting time for American, and I will be eager to lead our Asia Division with our clear customer focus on innovation and progress.

### 2013 in Review

I'm proud of what we are able to achieve last year. At the beginning of 2013, we unveiled a fresh new look for American Airlines, with a new logo and exterior for our planes. The new brand was created to communicate a vibrant and welcoming spirit and was a significant step forward in our journey toward a more modern travel experience for our customers.

We also reinforced our commitment to expanding and strengthening our presence in the Asia-Pacific region, launching new service between Seoul and Dallas in May. With this non-stop service, our customers in South Korea now have one-stop access to approximately 200 destinations across our US and Latin American network.

In 2013 we also successfully restructured the company and closed the year with our US Airways merger – this placing us in a position of financial stability and creating the New American. We have taken the best of both airlines to create a very competitive organisation, poised to deliver more for all stakeholders, including customers, investors, partners and staff.

### A Bright Future

There is also much to look forward to in 2014. As we bring the new American together, our customers in Asia will enjoy access to a global network with nearly 6,700 daily flights to more than 330 destinations in more than 50 countries, served by over 100,000 employees worldwide. Customers of our joint business partner Japan Airlines will also enjoy a growing range of benefits and increased service across our larger worldwide network and through an enhanced **oneworld®** Alliance.

We will continue to focus on route growth in the region. From June 2014, customers in Asia will enjoy direct flights daily from both Hong Kong and Shanghai to Dallas. The service from Hong Kong will mark the first time American has deployed its flagship aircraft, the Boeing 777-300ER into Asia. The Shanghai route will be operated with a 777-200, modernized as part of the new American. Both routes will fall under our joint business agreement with oneworld® alliance member Japan Airlines, delivering full benefits to both American and JAL customers in Asia.

This year is going to be exciting time to be a customer of American Airlines. The team is ready and proud to bring you a modernized and more contemporary experience and even greater convenience in 2014. In the meantime, I wish you a happy and fruitful year, and I know that everybody I work with looks forward to serving you.

Happy new year!



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### Flights to Latin by American Airlines



We are proud to bring you more flights to more locations in Latin America than any other carrier, including access to more than 50 destinations in 18 countries. We serve more than 2,000 flights per week to Latin America, and 15 destinations in Brazil including code share flights.

#### Flight Schedule to Latin America

Flight number	Departure	Arrival	via	Departure Time	Arrival Time
AA176 – AA389	Narita	Mexico city	Dallas	12:00	12:30
AA176 – AA1601	Narita	Cancun	Dallas	12:00	13:45
AA60 – AA963	Narita	Sao Paulo	Dallas	19:10	10:30 next day
AA60 – AA251	Narita	Rio De Janeiro	Dallas	19:10	10:35 next day
AA60 – AA980	Narita	Lima, Peru	Dallas	19:10	1:00 next day

### Efficient and Simple



#### Flying to an international destination (third country) via DFW

Seamless Baggage Service, that is ITI (International to International). With American's ITI service, customers flying through Dallas Fort Worth International Airport to another International destination, (third country) can continue to their next flight without picking up checked baggage at DFW.

Note: Customers in transit to a third country must still clear US Immigration and Customs upon arrival at DFW.

