

FREQUENTLY ASKED QUESTIONS ABOUT FLIGHTS AND TICKETS

1. Can I continue to depend on American Airlines for my travel plans?

Yes. We remain deeply committed to delivering outstanding customer service, and we are committed to meeting your travel needs with the same standards of safe, secure and reliable service. Equally important, we remain committed to providing a superior customer experience with a focus on delivering what our customers value most – the newest fleet with our upcoming aircraft deliveries, network strength in the important cities of the world and world-class products, service and technology.

2. Will the flights I have already booked change as a result of the Chapter 11?

We will continue to operate our regular schedule of flights, and there are no immediate changes to our service or schedules as a result of the Chapter 11 filing.

3. Will my American Airlines tickets be honored during the entire Chapter 11 process?

Yes, we expect to continue honoring all tickets and reservations in accordance with our usual policies.

4. Will my ticket purchased for travel on other airlines, including oneworld Alliance partners and other airline partners, be honored during the Chapter 11 process?

Yes, we expect tickets will be honored in accordance with our usual policies.

5. Will American still give me a refund for unused tickets?

We expect to make refunds and exchanges in accordance with our usual policies.

6. Will baggage services, check-in or ticket counter services be affected?

No, there are no plans for reductions or changes in services.

7. Are non-air travel items that I've already paid for through American as part of my travel still valid and available (AA Vacations, car, hotel, etc.)?

Yes, we expect that your AA Vacations packages, as well as the hotel/car/activities components of your purchase, will remain valid. In addition, we expect that items such as preferred seats and One Day Admirals Club passes also will remain valid.

8. Are you planning to change your ticket prices?

Our ticket prices will not change as a result of the Chapter 11 filing. We are planning to continue to offer competitive ticket pricing.

9. Are you planning to eliminate any routes or pare down the number of flights you offer?

We remain deeply committed to meeting your travel needs with the same standards of safe, secure and reliable service, and intend to maintain a strong presence in both domestic and international markets.

10. Will American Airlines remain part of the oneworld Alliance and continue its codeshare partnerships?

Yes. We expect to continue our relationships with our **oneworld** Alliance and other codeshare partners.