

## FREQUENTLY ASKED QUESTIONS ABOUT CUSTOMER SATISFACTION

**1. How long is the Chapter 11 filing expected to take?**

We are just beginning this process, and it is too soon to say. Our management team is committed to working as quickly and efficiently as possible to appropriately restructure our company so that we can emerge from Chapter 11 financially strong and well-positioned to assure our long-term viability as a more competitive airline.

**2. Will the Chapter 11 filing cause passenger safety to be affected?**

Safety is always our number one priority, and American Airlines and our employees are fully committed to continuing to provide safe and reliable service in all aspects of our operations.

**3. Will operations be negatively impacted by suppliers and business partners who may stop providing goods and services to the company?**

The company's \$4.1 billion in unrestricted cash and short-term investments, as well as cash generated from operations, are anticipated to be more than sufficient to assure that its vendors, suppliers and other business partners will be paid timely and in full for goods and services provided during the Chapter 11 process in accordance with customary terms.

**4. What is American Airlines doing to help ensure continued customer loyalty and satisfaction?**

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.