

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. Tickets will be honored, reservations are fully intact and our policies regarding exchanges and refunds remain the same.

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

Yes, 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. This will also be in accordance with our usual policies.

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

Our refund policies have not changed. Refunds are granted in accordance with our usual policies.

6. What will happen to the refund I requested last week for a fully refundable ticket or the payment I am owed for a lost bag?

All cash payments to passengers approved by American Airlines for transactions both before the filing on November 29, 2011 and on/after the filing on November 29, 2011 will be honored. These transactions include but are not limited to:

- Ticket/Flight Coupon Refunds
- Baggage Charge Refunds
- Group 1 Boarding Refunds
- Preferred Seats and former Express Seats program Refunds
- Refunds in the event of flight oversales for purchased optional products and services
- Cargo and Priority Parcel Service (PPS) Refunds
- American Airlines Vacation Tour Package Refunds

- Payments for damaged or delayed baggage

For questions, please contact American Airlines Reservations at 1-800-433-7300.

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

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

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

9. 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.

10. 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.

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

Yes.

12. Will you continue to honor AA Gift Cards and Incentive Flight Certificates?

Yes, we will honor them as usual.

13. Will you continue to sell AA Gift Cards and Incentive Flight Certificates?

Yes, we are continuing to sell AA Gift Cards and Incentive Flight Certificates during the Chapter 11 process.

14. Will my AA Gift Card expire?

No. We do not expect any changes to AA Gift Card terms as a result of the Chapter 11 process.

15. I have a balance remaining on my AA Gift Card. Will that be honored?

Yes, in accordance with our usual policies.

16. Will you continue to honor vouchers?

Yes, we will honor them as usual.