

American Airlines®

FREQUENTLY ASKED QUESTIONS FOR SUPPLIERS AND TRADING PARTNERS

1. **Why did American file for Chapter 11? Why did American file Chapter 11 now?**

The Company filed for Chapter 11 in order to achieve a cost and debt structure that is industry competitive and assures American Airlines' long-term viability and ability to continue delivering a world-class travel experience for its customers. As we have made clear with increasing urgency in recent weeks, we must address our cost structure, including labor costs, to enable us to capitalize on the foundational strengths we have put in place and secure our future. With a very substantial disadvantage in our costs compared to our largest competitors who previously restructured through Chapter 11, and combined with global economic uncertainty, volatile and rising fuel prices, and intensifying competitive challenges, the Board's decision to take this step now was the necessary and right decision for our company.

We are committed to working as quickly and efficiently as possible to appropriately restructure American Airlines so that it can emerge from Chapter 11 well-positioned to compete effectively in the marketplace.

2. **Will American continue to operate if you are in Chapter 11? Does this mean that American is going out of business?**

Chapter 11 is designed to allow companies to restructure their finances while preserving day-to-day operations. It will be "business as usual" at American, and operations will generally continue uninterrupted.

3. **What is the definition of a pre-petition or post-petition claim?**

Goods received or services rendered before the Chapter 11 filing are considered pre-petition. Goods received or services rendered on or after the Chapter 11 filing are considered post-petition. Goods received or services rendered post-petition are given an administrative expense status under the Bankruptcy Code and will be paid in the ordinary course of business.

4. **When will I be paid?**

All pre-petition claims will be dealt with pursuant to our Plan of Reorganization. Under U.S. Bankruptcy Law, American is generally not permitted to make payments for any goods or services that are received before the filing date without court permission. Any unpaid balances would usually be treated as general unsecured claims in the company's Chapter 11 cases and, with limited exceptions, are satisfied only pursuant to an approved Plan of Reorganization. It is impossible to predict before approval of the Plan of Reorganization how much holders of general unsecured claim will receive.

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5. How can I be sure American has enough money to pay for post-petition orders and shipments?

American is going into the Chapter 11 process with what it anticipates to be more than sufficient liquidity in cash and short term investments, as well as cash generated from operations, to assure that all vendors, suppliers and other business partners will be paid in full for goods and services they provide post-petition.

6. What about future orders; will I be paid for those?

Any orders American places for delivery after the filing date will be given an administrative expense status under the Bankruptcy Code. We intend to pay for goods received and services provided after the petition date in the ordinary course of business.

7. What is the process once my proof of claim is filed?

Once the proofs of claim are filed, the Company will file its Plan of Reorganization with the Court. After votes on the plan are solicited pursuant to an approved disclosure statement, and assuming it is approved by the Court, the Company will begin making distributions pursuant to the terms of the Plan of Reorganization. Typically at the time of approval, the Plan will have been negotiated with and have the support of the Unsecured Creditors Committee. This process normally takes several months, but can also last longer. For information on claims, please visit www.AMRCASEINFO.COM or contact the claims agent, GCG, Inc., at 1-888-285-9438.

8. Will I need a claim form, or will I automatically be paid for the outstanding pre-petition amount owed to me?

Every creditor will receive a copy of a Bar Date Notice, which will be accompanied by a proof of claim form with instructions. If you have any questions regarding filing a claim, please consult with your own legal counsel. For information on claims, please visit www.AMRCASEINFO.COM or contact the claims agent, GCG, Inc., at 1-888-285-9438.

9. Can I take back my goods?

Generally, no. The Company understands your frustration, but, with very limited exceptions, bankruptcy law prohibits a seller from repossessing goods after a buyer has filed for Chapter 11. The Company recommends that you consult with your legal counsel before attempting to take any such action. Also, if you have a contract with the Company, the Bankruptcy Code generally requires that you continue to perform services or provide products unless otherwise ordered by the Court.



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10. How do I get on the list of Critical Vendors?

Critical Vendor status is determined by the Court based on a number of factors. If you are unsure about the status of your claim, you should consult with your own legal counsel.

11. I have a contract with AMR. Will the contract be honored, assumed, or rejected?

The Company has begun analyzing its contracts. Decisions about specific contracts or actions will not be made for some time. Your normal AMR contact can assist with information regarding particular contracts.

ADDITIONAL QUESTIONS FOR NON-U.S. BASED SUPPLIERS

12. As a non-U.S. based supplier, when will I be paid?

Any orders American places for delivery after the filing date will be given an administrative expense status under the Bankruptcy Code. We intend to pay for goods received and services provided after the petition date in the ordinary course of business.

American filed a separate motion asking permission to pay certain foreign suppliers and vendors certain pre-petition obligations, which the Court approved. Please call your normal AMR contact to discuss your particular circumstances.

13. How do I get on the list of Foreign Vendors?

Foreign Vendor status is determined by the Court based on a number of factors. If you are unsure about the status of your claim, you should consult with your own legal counsel.

14. Will I need a claim form, or will I automatically be paid for the outstanding pre-petition amount owed to me?

Generally, any supplier that qualifies as a Foreign Vendor and is paid its pre-petition claim will not be required to submit a claim form. If you believe that you have not been paid in full you may file a proof of claim. If you have other questions, please consult with your own legal counsel.

FOR ADDITIONAL INFORMATION

For information on claims, please visit www.AMRCasEInfo.com or contact the claims agent, GCG, Inc., at 1-888-285-9438.

