

Important update regarding VCR status

Issued: March 15, 2020

This notification is to advise you that American has made temporary automation adjustments which prevent tickets from updating to a NOGO status. This update is a result of the coronavirus impact on all call center operations, and will ensure the ability for our mutual customers to use their non-refundable tickets towards future travel.

At this time, the automation change will be in place through March, and allows for the following:

- The ticket will not update to NOGO status
- The ticket will stay in OK status and will remain open for future use

For future travel you may:

- Use the old ticket for exchange in the new booking
- If the ticket is close to expiring, extensions are available through your Sales Support team
- Use the appropriate coronavirus waiver that applies to your customers' needs
- The ticket for exchange must be in accordance with any of our published coronavirus exceptions to qualify for reissue

We are hopeful this temporary change in automation will help you better serve our mutual customer during this ever-evolving coronavirus situation.

Thank you for your attention to this matter and we truly appreciate your continued business!