

Dear Valued Customers and Partners,

These are challenging times for us all, as we navigate the unprecedented impact COVID-19 has on our daily lives.

For the global aviation industry, the speed of change has been nothing short of astounding. Our international schedule has been heavily reduced due to government-imposed travel restrictions, and like other airlines we are having to take the necessary steps to respond to a significant and unprecedented reduction in customer demand.

The safety and well-being of our customers and team members remains our highest priority. Everyone at American is taking decisive action to ensure customers feel safe and in control of their travel. I would like to share some updates with you about how we are adapting to safeguard your health and wellbeing when you next travel with us, and offer peace of mind about your purchased travel and elite status given our flexible policies.

American's medical and safety team has been working closely with U.S. and international authorities, as well as public health officials, on all required health-and safety-related measures regarding COVID-19. When you next fly, rest assured we're following strict cleaning procedures that meet or exceed Centers for Disease Control (CDC) guidelines, including enhanced cleaning and sanitization of our aircraft, amended food and beverage services, and a new relaxed seating policy for practicing social distancing.

To encourage social distancing, our gate agents and flight attendants are proactively reassigning seats to create more space between customers. Once boarding is complete – provided there are no aircraft weight and balance restrictions – customers are free to move to another seat within their ticketed cabin. On every flight, we block 50 percent of all middle seats and all seats that are located next to flight attendant jump seats.

We have expanded our cleaning process to include additional state-of-the-art fogging procedures. Our advanced cabin fogging process uses an Efficiency Particle Air (EPA) - registered hospital-grade disinfectant that is safe for customers and thoroughly disinfects all public areas on our aircraft. As the disinfectant is electrically charged, it's able to clean a 360-degree area that covers all surfaces including seats, seat belts, carpets and floors, windows and shades, lavatories, galleys, overhead bins (inside and out), tray tables, inflight screens, lights and air conditioning controls.

Of course, this approach is just one of many steps we're taking to keep you safe during your travels. Most of our aircraft are equipped with High-Efficiency Particulate Air (HEPA) filters that provide a complete air change once every two to four minutes. A HEPA filter's complete air change is similar to the standard used for hospitals. We've also made changes to our inflight dining and beverage service, and are working closely with airport authorities and government agencies to maintain a safe and clean environment before you board our aircraft.

In response to significantly reduced customer demand, we have made the tough call to suspend more than 60 percent of our total international capacity this summer, compared to the same peak period in 2019. This includes an 80 percent reduction in Pacific capacity. We previously announced new service to AKL from DFW and CHC from LAX would begin in October 2020, however due to low demand American will now begin operating these routes from October 2021.

We have extended the offer to waive change fees for customers who have summer travel booked through September 30, 2020 – they will not incur change fees prior to travel. This applies to any American Airlines fare, and customers will have until December 31, 2021, to carry out their future travel. Fare rules may apply depending on the ticket.

We have also extended the offer to waive change fees for customers who purchase new travel through May 31, 2020. Customers will have even more flexibility since any ticket purchased by May 31, 2020, will not incur change fees prior to travel. The offer is available for any of American's published nonrefundable fares.

Further, American is recognizing the loyalty of AAdvantage® members by extending their elite status until January 31, 2022. We are also reducing elite status qualification requirements for 2020 and extending Admirals Club memberships purchased from American for a period of six months.

As we see COVID-19 infection rates start to fall in many parts of the world, there is plenty of light on the horizon. Hopefully this means the restrictions governments around the world have on non-essential travel can soon be safely lifted. In the Asia Pacific region, we are set to resume flights from early July 2020, between Tokyo Haneda (HND) and both Los Angeles (LAX) and our home hub of Dallas-Fort Worth (DFW); between Hong Kong (HKG) and DFW, and between Seoul (ICN) and DFW. These flights are in addition to our service between Tokyo Narita (NRT) and DFW that continues to operate three-times-weekly. At this point, flights between Beijing (PEK), Shanghai (PVG), Sydney (SYD), Auckland (AKL) and the U.S. are scheduled to resume in October 2020. The flight return date for these cities could well be revised forward based on demand.

More information on how American is taking care for customers is available on the [COVID-19 page of our Newsroom](#). Here, you will find all updates about American's approach to safety, as well as the latest news about schedule changes, travel waivers, the extension of elite status and other rewards, and our response to government-imposed travel restrictions.

American is planning for the future and together we will weather this storm. On behalf of American's 130,000 team members, I want to take this opportunity to thank you for your continued business and partnership. We stand together as one airline, working together as one industry, to continue to connect people across the globe through the joy of air travel.

We remain, as ever, committed to each of you. Thank you for trusting us with your business.



Shane Hodges  
Vice President, Asia Pacific Sales




Russ Fortson  
Vice President, Asia Pacific Operations

