

# An update on how American is continuing to support you and your travelers

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American Airlines collaborated with technology partners to advance an industry-wide solution for seamless ticket processing. This update brings even greater flexibility to our corporate travelers.

## Extending ticket validity with our technology partners

As a reminder, we have extended our ticket validity and waived change fees for customers.

- Any ticket purchased on or before May 31, 2020, for travel between March 1, 2020 through September 30, 2020, will not incur a change fee prior to travel. This offer is available for any of American's fares, and customers will have until December 31, 2021 for future travel. In some instances a fare difference may apply.
- In addition, if you have an unused ticket with an expiration date between March 1, 2020 and September 30, 2020, the value of your unused ticket can be used for travel through December 31, 2021.
- Customers are allowed to change their origin and destination.

Additional updates on travel alerts can be found on [SalesLink](#).

Thanks to our technology partners, ATPCO, ARC, IATA, Sabre, Amadeus, and Travelport, together we will be implementing automated industry-wide solutions to process tickets with an extended validity.

One of these solutions includes ATPCO developing the ability to file our COVID-19 change fee waiver. Starting June 7, 2020, all GDSs have committed to incorporate this enhancement.

[Here](#) you will find more detail on the technology solutions of our many partners.

## Free name changes for Business Extra accounts

We are expanding free name changes on applicable tickets for corporate customers to now include Business Extra accounts.

- A contracted Corporate Travel Agreement or Business Extra account must be active.
- Tickets purchased on or before May 31, 2020 will get one free name change during the validity of the ticket. This can be combined with other qualifying waivers.
- Tickets must contain a valid CART/Business Extra number or JBID in the Tour Code box.
- Your agency of record can process this complimentary name change in their GDS without requiring a waiver code.

### **Our COVID-19 policies at a glance**

This [link](#) provides a COVID-19 policy guide to help you find the most efficient way to assist your customers.

Customers within the U.S. and Canada can contact our Sales Support Desk at 1-800-621-8489, and international customers can contact their local Sales Support desk or Reservations.

We encourage you to check our [Newsroom](#) for the latest updates on our response to the coronavirus.

We hope these enhancements demonstrate our commitment to you and your travelers. We value your partnership.