

American Airlines improves the travel experience

Update: 09/01/2020

Issued: August 31, 2020

American Airlines is making travel easier and less complicated for customers.

Our new customer-friendly initiatives give travelers more flexibility when they travel with us.

- **No more change fees.** Change fees for all domestic and short-haul international flying on Premium Cabin fares and most Main Cabin fares will be eliminated
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- **Fly standby for free.** All customers will have the ability to fly standby on earlier flights for the same destination on the same day at no charge starting October 1, 2020
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- **More to Basic Economy.** Basic Economy fares now come with the ability to tailor your travel experience including upgrades, Preferred and Main Cabin Extra seats, priority boarding and same-day flight changes
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- **Same AAdvantage® benefits during your journey.** AAdvantage® elite members will be able to apply their current travel benefits on all tickets, including when purchasing a Basic Economy fare
- **No more change fees and preserving original ticket value**

Effective immediately, we will eliminate all change fees for First Class, Business Class, Premium Economy and Main Cabin tickets for all domestic and short-haul international flying. The new change fee policy applies to AAdvantage® award tickets as well.

No change fee applies with the following locations and cabins:

You're flying to...	And you're flying in...
<ul style="list-style-type: none">• Any of the 50 U.S. states• Canada• Mexico• Caribbean• Puerto Rico• U.S. Virgin Islands	<ul style="list-style-type: none">• Main Cabin (except Basic Economy)• Premium Economy• Business Class• First Class

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We will also allow customers to keep the full value of their original tickets if they change their travel plans prior to the scheduled travel. Although customers will have to pay any fare difference for a new flight, customers will not lose their ticket value if the new flight is less expensive. For example, if a ticket cost was \$500 and was exchanged for a ticket that cost \$300 we will allow the \$200 residual for use toward future travel.

Fly standby on the same day for free

Starting October 1, 2020, all customers will have the ability to stand by for flights on the same day as their original departure for the same destination at no charge. This flexibility extends to domestic and international travel, regardless of the ticket purchased.

More to Basic Economy

We are improving Basic Economy fares, keeping the same competitive low price, but now allowing customers to purchase products to enhance their travel experience. Customers who purchase Basic Economy tickets starting October 1, 2020, will also be able to purchase the following:

- - Upgrades
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 - - Priority boarding
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 - - Preferred/Main Cabin Extra seats
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 - - Same-day confirmed flight changes
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- As a reminder, we allow one personal item and one carry-on item at no charge for customers traveling on a Basic Economy ticket.

Same AAdvantage® benefits during your journey, regardless of the fare

Later this fall, members who have achieved elite status with the AAdvantage® program will receive the benefits they're accustomed to regardless of the ticket they purchase. In addition to enjoying Priority Access/Preferred Boarding, our elite members who purchase a Basic Economy fare will now be able to access their:

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Upgrade privileges

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Elite seat privileges, including access to Main Cabin Preferred and Main Cabin Extra seats

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Same-day confirmed flight change benefit

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Extending flexible fare offering on new tickets for the rest of the year

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Separate from our new no-change-fee update, we are also extending our current flexible fare offering that includes a free change fee on all tickets globally for any new travel purchased by December 31, 2020. This offer applies to tickets that meet the criteria below:

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Any First, Business, Premium Economy, Main Cabin, or Basic Economy ticket purchased on or before December 31, 2020, for future travel will not incur change fees prior to travel. Customers must pay any fare difference, if applicable, and fare rules may apply depending on the ticket

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All AAdvantage® award tickets are included in this offer

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Customers are allowed to change their origin and destination cities as part of this offer

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We value your partnership and look forward to welcoming you on board when the time is right.

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