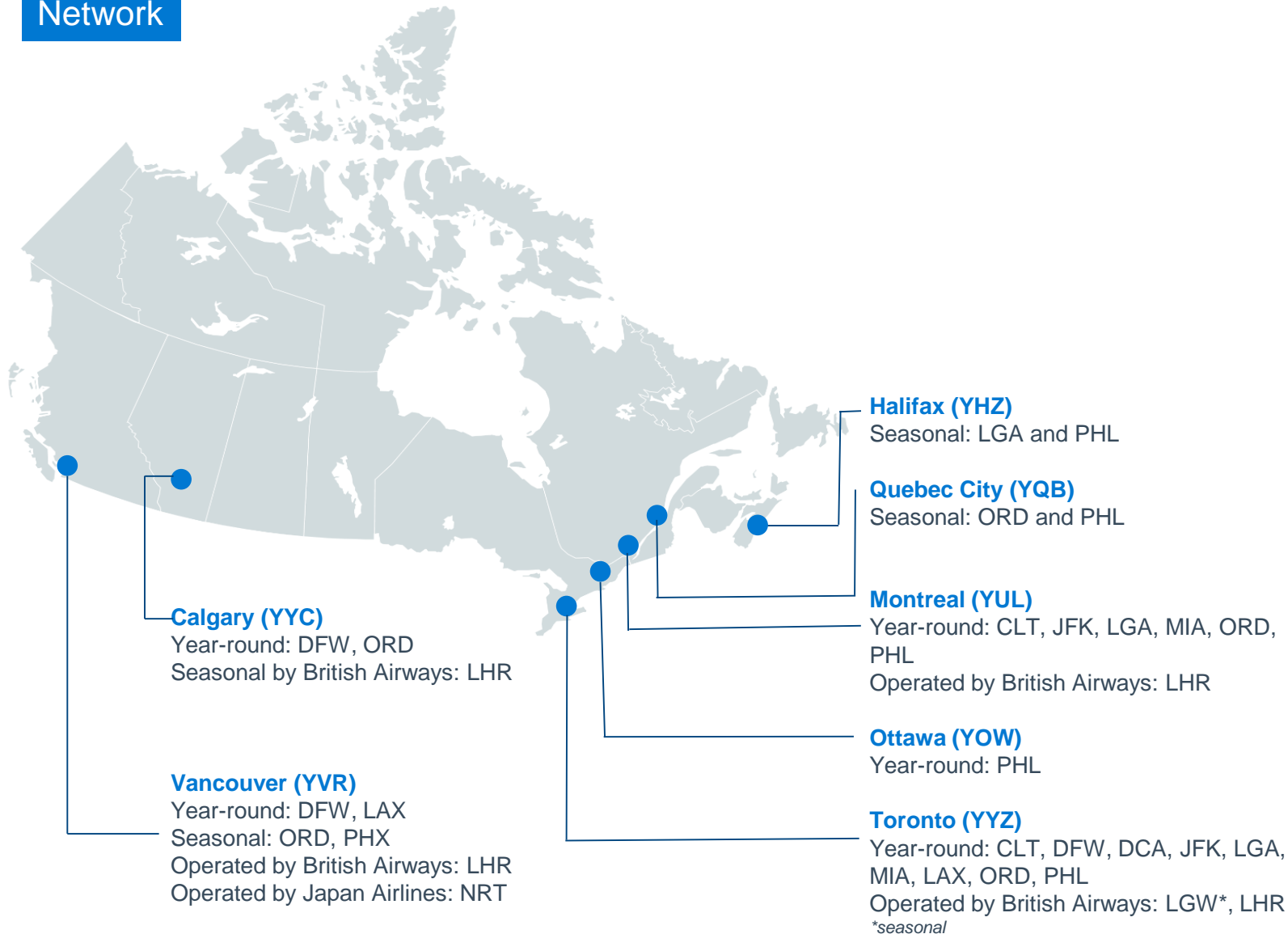


Canada Arizona Business Council

American in Canada

Network



Joint Business Partners

American's Atlantic Joint Business

agreement with British Airways offers Canadian customers direct, daily flights to London (LHR/LGW) from YVR, YYC, YYZ and YUL.

American's Pacific Joint Business

agreement with Japan Airlines (JAL) offers Canadian customers direct, daily flights to Tokyo (NRT) from YVR.

Admirals Club in Toronto

From **Toronto**, American's first Canadian destination, the airline operates its largest operation at Toronto Pearson International Airport (YYZ) with up to 32 daily departures* to nine of American's U.S. hubs.

Admirals Club®, Terminal 3
The new 2,400 square-foot contemporary space provides:

- Seating for nearly 70 guests
- Complimentary snacks and drinks
- Dedicated bar
- Internet-accessible computers
- Complimentary Wi-Fi
- Power ports

American is Invested in Phoenix



In 2018, American carried more than **20 million** passengers through PHX.



American and its regional partners operate **260+ daily flights**.



American employs nearly **9,500 colleagues** at PHX.



We serve **87 destinations** in **4 countries** including new service to London Heathrow



“America’s Friendliest Airport”

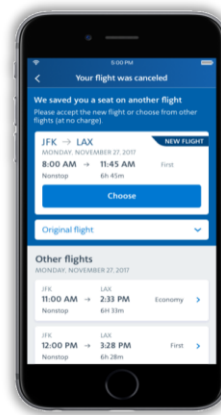


Premium Services operates **3 Admirals Clubs** on the A and B concourses.

Enhanced Experience for our Corporate Travelers

Priority Access

- Priority Check-in
- Priority Security
- Priority Boarding – **Group 4**



Priority Reaccommodation

Corporate Travelers are prioritized above non-corporate travelers during service disruptions. A travelers elite status level may grant even higher prioritization.

AirPass

AirPass is a fixed rate, pre-paid travel product with VIP benefits

- AAdvantage® elite status benefits
- Confirmed upgrades at time of booking when available
- Full flexibility – unlimited changes and no cancellation fees
- Complimentary Admirals Club® membership
- Waived checked baggage fees¹
- Complimentary inflight food and beverages²

PROGRAM BENEFITS

NO CHANGE FEES FOR LAST MINUTE FLIGHT CHANGES	ELEVATE THE TRAVEL EXPERIENCE WITH AADVANTAGE ELITE STATUS FOR YOUR TRAVELERS
LOCKED-IN FARES NO MATTER WHEN YOU BOOK YOUR TICKET	ACCESS TO MORE THAN 50 ADMIRALS CLUBS WORLDWIDE

And the price stays the same throughout your entire contract

¹ Up to 3 bags allowed at no fee based upon AAdvantage elite status

² Members and their companion onboard may each receive a complimentary drink, a food-for-sale item, and a headset.

Our Investments

More on-time departures



Improved maintenance programs



Strong regional network



Fleet renewal





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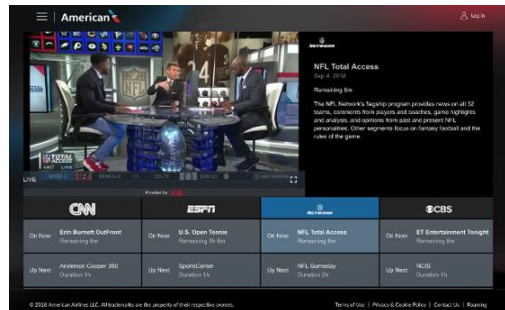


Preorder food

Inflight Entertainment & Connectivity

Technology at Your Fingertips

- Free onboard entertainment
- High-speed Wi-Fi
- International Live TV
- Power ports
- Tablet holders



Expanding our international network

American unveiled its summer 2020 international schedule, which includes the following new service:

- Philadelphia (PHL) to Casablanca, Morocco (CMN) begins June 4
- Dallas-Fort Worth (DFW) to Tel Aviv, Israel (TLV) begins Sept. 9
- Chicago (ORD) to Krakow, Poland (KRK) begins May 7
- ORD to Budapest, Hungary (BUD) begins May 7
- ORD to Prague, Czech Republic (PRG) begins May 8

Route	Frequency	Service Dates	Aircraft
Dallas-Fort Worth (DFW) to Tel Aviv (TLV)	Three times weekly	Year-round	787-9
Philadelphia (PHL) to Casablanca (CMN)	Three times weekly	Jun. 4 –Sept. 8	757
Chicago O'Hare (ORD) to Krakow (KRK)	Five times weekly	May. 7 – Oct. 23	787-8
ORD to Prague (PRG)	Five times weekly	May 8 – Oct. 24	787-8
ORD to Budapest (BUD)	Four times weekly	May 7 – Oct. 24	787-8



New rewards take members' travels to a whole new altitude.

Earn World of Hyatt Bonus Points and AAdvantage® Miles



Now, members' journeys can be even more rewarding. From takeoff to checkout, World of Hyatt and AAdvantage® elite members can receive exclusive benefits that reward them across their travel journey.

How it works:

- 1. Elite members must link their World of Hyatt and AAdvantage® accounts.
- 2. Then, they can start earning World of Hyatt Bonus Points on their next qualifying American Airlines flight and AAdvantage® Miles on eligible spend towards Hyatt hotel stays and experiences.

World of Hyatt Benefits at a Glance

Benefits	Member No points or nights requirement	Discoverist 10 nights or 25k Base Points	Explorist 30 nights or 50k Base Points	Globalist 60 nights or 100K Base Points
1 Bonus Points per \$1 USD spent on qualifying American Airlines flights		✓	✓	✓
Opportunities to fast track to higher American Airlines AAdvantage® elite status			✓	✓

AAdvantage® Benefits at a Glance

Benefits	AAdvantage® Member	Gold	Platinum	Platinum Pro	Executive Platinum	ConciergeKey [®] _M
1 AAdvantage® bonus mile per eligible \$1 spent on qualifying Hyatt stays and experiences		✓	✓	✓	✓	✓
Opportunities to fast track to higher World of Hyatt elite status			✓	✓	✓	✓

Learn More and Link Your Accounts at WorldofHyatt.com/AA

Learn More and Link Your Accounts at AA.com/AAdvantage