PRESS RELEASE

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AMERICAN AIRLINES THANKS CRAIG KREEGER FOR HIS SERVICE, APPOINTS JON SNOOK SENIOR VICE PRESIDENT - CUSTOMER SERVICE

FORTH WORTH, Texas, Jan. 8 2013 / PRNewswire/ -- American Airlines thanks Craig S. Kreeger, for his more than 25 years of service to the company while announcing that Jonathan D. Snook, American's Vice President Operations Planning and Performance, will assume Kreeger's role as Senior Vice President Customer Service, managing all aspects of the customer experience from reservations and airport operations to inflight service and baggage handling.

"Craig has always been a driving force at American bringing innovation and transformation to so many parts of our airline for more than 25 years," said Tom Horton, American's Chairman and Chief Executive Officer. "Most recently, Craig aligned and consolidated a global team focused on improving the customer experience throughout all areas of travel. On behalf of the people of American, I thank Craig for his vision and dedication, and wish him the best as he returns to London to become Chief Executive at Virgin Atlantic."

Jon Snook replaces Kreeger as American's Senior Vice President Customer Service. Snook is a native of Manchester, England where he began his career at American as an airport agent, progressing quickly into a variety of leadership roles in international and domestic airport operations, Reservations, Sales, and International Planning. He also served as Senior Vice President Customer Service for American Eagle between 2004 and 2010. For the past three years, Snook has served as American's Vice President Operations Planning and Performance.

"Jon is a steadfast advocate for our customers and our people, and he has helped improve the company's operational performance and dependability to some of the best levels in years," said Horton. "Equally important, Jon embodies the people leadership and collaboration skills consistent with the new American. I look forward to seeing Jon take our company to new heights by finding fresh and innovative ways to put our customers at the center of all that we do every day."

In his role as Vice President Operations Planning and Performance, Snook had responsibility for the airline's System Operations Control (SOC) Center, as well as crew scheduling, airline dependability and operations engineering. The SOC is known as the central nerve center of American's flight activities throughout the world monitoring and directing the operations of the airline's 2,500 daily departures. Click here to read a full biography on Jon Snook.

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