

PRESS RELEASE

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AMERICAN AIRLINES CARGO NAMED ‘BEST OF AMERICAS’ BY CUSTOMERS

Award Recognizes Cargo Business for Sixth Consecutive Year

FORT WORTH, Texas – American Airlines Cargo, a division of American Airlines, has been named the Best Cargo Airline of the Americas for the sixth consecutive year by readers of *Air Cargo News*, the world’s leading air cargo industry publication.

The award, which is considered one of the most important honors in the industry, is based on the voting results of more than 25,000 supply-chain professionals. Participants were asked to vote on the publication’s website for the airline that provided the best overall customer experience. The results for the 30th annual competition were audited by the U.K.-based British International Freight Association.

Kenji Hashimoto, president of American Airlines Cargo, was on hand April 27 to accept the award at the Lancaster London Hotel.

"It’s a tremendous honor to receive this award, especially because it’s voted on exclusively by customers," said Hashimoto. "This award is really a reflection of all of the hard work of our worldwide cargo team, and it inspires us to continue raising the bar to deliver industry-leading products and services for our customers."

"Winning companies, like American Airlines Cargo, employ best practice whilst weaving continuous innovation into their business plans, even though the air cargo industry has been in the economic doldrums during the last two or three years," said Nigel Tomkins, managing director and editor of *Air Cargo News*. "Winning an accolade from customers under such difficult circumstances is particularly rewarding."

With a continued focus on its customers and operations, American continues to expand its global network, providing more cargo capacity for customers worldwide.

This is the second customer-voted award the cargo division has received this year. In March, American was named the 2012 International Airline of the Year by the Express Delivery and Logistics Association, a trade association for companies engaged in providing and procuring services within the global air express mail and logistics industry.

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About American Airlines

American Airlines focuses on providing an exceptional travel experience across the globe, serving more than 260 airports in more than 50 countries and territories. American's fleet of nearly 900 aircraft fly more than 3,500 daily flights worldwide from hubs in Chicago, Dallas/Fort Worth, Los Angeles, Miami and New York. American flies to nearly 100 international locations including important markets such as London, Madrid, Sao Paulo and Tokyo. With more than 500 new planes scheduled to join the fleet, including continued deliveries of the Boeing 737 family of aircraft and new additions such as the Boeing 777-300ER and the Airbus A320 family of aircraft, American is building toward the youngest and most modern fleet among major U.S. carriers. American's website, aa.com[®], provides customers with easy access to check and book fares, and personalized news, information and travel offers. American's AAdvantage[®] program, voted Program of the Year at the 2013 Freddie Awards, lets members earn miles for travel and everyday purchases and redeem miles for flights to almost 950 destinations worldwide, as well as flight upgrades, vacation packages, car rentals, hotel stays and other retail products. The airline also offers nearly 40 [Admirals Club](#)[®] locations worldwide providing comfort, convenience, and an environment with a full range of services making it easy for customers to stay productive without interruption. American is a founding member of the **oneworld**[®] alliance, which brings together some of the best and biggest airlines in the world, including global brands like British Airways, Cathay Pacific, Iberia Airlines, Japan Airlines, LAN and Qantas. Together, its members serve more than 840 destinations served by some 9,000 daily flights to nearly 160 countries and territories. Connect with American on Twitter [@AmericanAir](#) or [Facebook.com/AmericanAirlines](https://www.facebook.com/AmericanAirlines). American Airlines, Inc. and American Eagle Airlines, Inc. are subsidiaries of AMR Corporation. AMR Corporation common stock trades under the symbol "AAMRQ" on the OTCQB marketplace, operated by OTC Markets Group.

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