PRESS RELEASE

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AMERICAN AIRLINES CARGO LAUNCHES NEW WEBSITE DESIGN, IMPROVED FUNCTIONALITY

Customer Feedback Plays Key Role in Development of New Site

FORT WORTH, Texas – As part of its continued focus on enhancing the customer experience, American Airlines Cargo, a division of American Airlines, unveiled its new website today — aacargo.com. The website was designed using feedback from customers and enables future technological advancements that will benefit cargo customers.

The new website offers several key benefits, which were identified by customers as important features when booking and tracking shipments online.

Enhanced tracking experience

Online tracking is more organized and even easier to navigate with simple icons and a new layout. Everything customers need is now accessible on one page.

New personalized workspace

Logged-in users now have access to a personalized workspace that puts all of their relevant content in one place, including user management for administrators, tracking reports, online booking access and the ability to view, authorize and pay invoices online.

Improved user management

A new user management console makes it easier for customers to quickly view, organize and edit users. Customers now have more control with the ability to reset, create and manage their password online.

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“The new website has been designed completely around feedback from our customers and is more intuitive, engaging and innovative,” said Kenji Hashimoto, President — American Airlines Cargo. “We really think our customers are going to be pleased.”

The original aacargo.com was launched in 2001. To view the new website, visit aacargo.com.

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 Airline 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 **one**world® 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. 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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