PRESS RELEASE

Dori Alvarez
305-520-3197
mediarelations@aa.com

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AMERICAN AIRLINES RECOGNIZES EMPLOYEES AT OWEN ROBERTS INTERNATIONAL AIRPORT IN GRAND CAYMAN FOR EXCELLENCE IN CUSTOMER SERVICE

GRAND CAYMAN, Cayman Islands – The American Airlines team at Owen Roberts International Airport (GCM) in Grand Cayman, Cayman Islands, was recently recognized with American's Customer Cup award for providing an improved customer experience during the second quarter of 2013.

Customer Cup winners are selected based on surveys and customer feedback. All of the stations are categorized by market size from largest to smallest airports according to flight activity. Grand Cayman won the Customer Cup for improving customer satisfaction ratings in a number of key areas including likelihood to recommend, overall flight experience and baggage tracers.

"We are extremely proud of our first Customer Cup win, proof of our commitment to providing top-notch customer service in Grand Cayman," said Nadine Jennings, American's Country Manager – Cayman Islands. "Our team has worked hard this year to ensure that our customers have a positive experience in every step of their journey, with initiatives like sending birthday cards to our TSC customers, participating in a Christmas Carol Flash Mob and making special announcements for our premium customers onboard."

Jon Snook, American's Senior Vice President – Customer Service, and Alfredo Gonzalez, American's Managing Director – Caribbean, traveled to Grand Cayman to present the award.

Currently, American offers two daily flights between Grand Cayman and Miami, increasing to three daily flights in November.

Grand Cayman Receives Customer Cup Award
September 6, 2013

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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