PRESS RELEASE

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AMERICAN AIRLINES RE-IMAGINES LOUNGE EXPERIENCE, INTRODUCES FLAGSHIP DINING

American's investment in the customer experience expands to more than $3 billion

FORT WORTH, Texas – American Airlines created the first airport lounge as a retreat for customers in New York in 1939, and now it is reimagining the lounge experience in 2016 and beyond.

- **Flagship Dining** – A first for any U.S. carrier, American will introduce a one-of-a-kind, pre-flight meal with full tableside service and elegant dining at select gateway hubs, including:
  - New York's John F. Kennedy Airport (JFK)
  - Dallas/Fort Worth International Airport (DFW)
  - Los Angeles International Airport (LAX)
  - Miami International Airport (MIA)
- **Flagship Lounges** – Starting this spring, American will redefine its exclusive Flagship Lounge locations at JFK, LAX and Chicago's O'Hare International Airport (ORD), with more expansive spaces, more modern furnishings and access for more premium customers. The elevated Flagship Lounge experience will make its debut at DFW, MIA and Philadelphia International Airport (PHL).
- **Admirals Club Lounges** – Continuing its historic refresh of Admirals Club lounges across its global network, American is adding locations at Houston's George Bush Intercontinental Airport (IAH) and Orlando International Airport (MCO).

"We're investing more than $3 billion in every aspect of the travel experience – whether that's in our airports or in the cabins of the most modern fleet in the industry - because we want customers to choose American Airlines every time they fly," said Andrew Nocella, American's Chief Marketing Officer. "Flagship Dining is something no other U.S. carrier has offered, and this separates us from the competition. It makes American a clear choice for the customers who expect a refined, personal touch when they fly."

Flagship Dining

Scheduled to open in early 2017, the Flagship Dining experience will debut at JFK, offering complimentary, full-service tableside dining with seasonal menus. Fresh, locally-sourced ingredients will be curated by a New York-based Executive Chef.

Throughout 2017, Flagship Dining will be introduced at gateway cities that deliver American's award-winning international three-class service on its Boeing 777-300ER – DFW, LAX and MIA. While Flagship Dining will provide the same personalized service, each location will reflect the personal flavors of its own Executive Chef.

"We want our customers to have a luxurious escape no matter the reason for their trip," said Fernand Fernandez, American's vice president – Global Marketing. "Our goal is to deliver chef-driven creations and local flavors, giving customers a five-star restaurant experience when they travel. The only thing left to do is board the plane."

In 2017, First Class customers on American's three-class international and transcontinental flights will have exclusive access to Flagship Dining.

Flagship Lounges
As part of a multi-million dollar renovation, American will introduce a new Flagship Lounge experience in six gateways, offering dramatic renovations, refined décor and ambiance, and additional healthy cold and hot food and beverage options as customers unwind before their flights.

All Flagship Lounges will be larger and ultramodern, with elegant furniture, providing increased comfort and connectivity with more power outlets to recharge personal devices. With more expansive spaces dedicated to each Flagship Lounge, all trans-Pacific, trans-Atlantic, deep South America and Airbus 321T transcontinental customers booked in First Class and Business Class will have access to Flagship services beginning in 2017.

Behind the scenes, culinary chefs will prepare fresh, healthy food options in state-of-the-art gourmet kitchens. Buffet service will feature new selections, and the Flagship Lounge will continue to offer premium liquor, beer and wine. As always, Premium Services representatives will provide personal assistance with any travel needs – itinerary changes, upgrades or future reservations.

London Heathrow Arrivals Lounge
Beginning this month, American will be making over the Arrivals Lounge experience at London Heathrow International Airport (LHR). The space will be renovated with private showers and dressing areas, food and beverage service and valet pressing service to help customers feel and look their best after a trans-Atlantic flight.

Admirals Club Lounges
American continues the largest makeover in the 77-year history of the Admirals Club lounge with updated furnishings, dynamic lighting, improved access to power and a fresh, consistent design across its expansive network. The first remodeled international and domestic lounges are now open in São Paulo-Guarulhos International Airport (GRU) and Phoenix Sky Harbor International Airport (PHX) Terminal A. Club members, their guests and customers entering with passes soon will be greeted with the new experience when

they arrive at JFK, LAX and MIA - the first of more than 15 future lounges scheduled for renovations over the next few years, with initial construction beginning this spring.

For more information on American's lounge updates, please visit aa.com/loungeupdates.

Customer Experience Investment
These improvements are the latest in a long-term investment American is making in the customer experience. This year, American will introduce Premium Economy on international routes with the delivery of its new Boeing 787-9 Dreamliner - raising the bar even higher and providing more choices for global travelers. The airline is investing more than $3 billion in fully lie-flat seats; international Wi-Fi; more in-flight entertainment options and power outlets; and an upgraded assortment of complimentary healthy food, cocktails and more. This is in addition to American's historic fleet renewal which has delivered 215 new aircraft since 2014. More than 90 new planes are expected in 2016.

About American Airlines Group
American Airlines and American Eagle offer an average of nearly 6,700 flights per day to nearly 350 destinations in more than 50 countries. American has hubs in Charlotte, Chicago, Dallas/Fort Worth, Los Angeles, Miami, New York, Philadelphia, Phoenix, and Washington, D.C. American is a founding member of the **one**world alliance, whose members and members-elect serve nearly 1,000 destinations with 14,250 daily flights to 150 countries. Shares of American Airlines Group Inc. trade on Nasdaq under the ticker symbol AAL. In 2015, its stock joined the S&P 500 index. Connect with American on Twitter @AmericanAir and at Facebook.com/AmericanAirlines.

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