NEWS RELEASE

American Airlines' comment on Flight 591

4/21/2017

10:30 p.m. CT

We have seen the video and have already started an investigation to obtain the facts. What we see on this video does not reflect our values or how we care for our customers. We are deeply sorry for the pain we have caused this passenger and her family and to any other customers affected by the incident. We are making sure all of her family's needs are being met while she is in our care. After electing to take another flight, we are taking special care of her and her family and upgrading them to first class for the remainder of their international trip.

The actions of our team member captured here do not appear to reflect patience or empathy, two values necessary for customer care. In short, we are disappointed by these actions. The American team member has been removed from duty while we immediately investigate this incident.