

## American Airlines launches new baggage alerts to help customers save time

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Fort Worth, Texas — Gone are the days of waiting until the baggage carousel has come to a stop only to find your bag wasn't delivered. This week we officially launched Customer Baggage Notification, also known as CBN. CBN notifies customers of the status of their checked baggage if the bag is not on the same plane when they land at their destination. Customers receive an alert shortly after arriving at their final destination as well as the next steps to take for resolution.

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The three types of alerts our customers will receive: three types of alerts our customers will receive:

Early Baggage Arrival – This message alerts customers that their bag arrived before them and directs them to pick up their bag at the Baggage Service Office (BSO).

Late Baggage Arrival – Go to the Baggage Service Office. This message directs customers, for example those with an international segment in their reservation, to see an agent at the BSO.

Late Baggage Arrival – Mobile Baggage Order (MBO). This message advises customers to fill out a Mobile Baggage Order, or MBO, on their mobile device. The automated MBO asks for the customer’s delivery details and a bag description to help expedite reuniting the customer with their items. By using the MBO, customers no longer need to stop at the BSO to file a claim.

To receive alerts, customers can use the **American Airlines app**, sign up for an **AAdvantage® account** or provide contact information during booking or check-in.

CBN is an exciting innovation that helps take care of our customers and our team members. Customers get more information quickly and our team members get more time to help those who have complicated baggage claims.

#### .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 oneworld® alliance, whose members serve more than 1,000 destinations with about 14,250 daily flights to over 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**.