NEWS RELEASE

American Airlines Team Rallies Ahead of Hurricane Irma

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Getting ready for Hurricane Irma has been a massive effort for American Airlines team members throughout the Caribbean, Florida and around the system.

Team members in Florida have been covering each other's shifts so their colleagues can prepare their homes for the storm. Extra flights brought in crews and supplies and flew out as many customers as possible. And throughout the region, "storm riders" hunkered down at airports including Miami to wait out the storm in preparation for resuming flights once it passes.

One company, one team
Even through these difficult times, there are shining examples of our team's commitment to help our customers and colleagues.

In Santo Domingo, Dominican Republic, the streets were empty Thursday after the government asked businesses to shut down in preparation for the storm.

"If you have ever been to Santo Domingo, this is quite unusual," said Oliver Bojos, country manager for American in Dominican Republic, Haiti and St. Maarten. "Even so, our Reservations team went to work knowing that they were needed to help with the high volume of calls due to the hurricane. It's a great story of how our team members continue to care."

Days before the hurricane was forecast to hit land, American sent supplies to the Caribbean islands, including satellite phones to ensure we could communicate with team members after the storm. Supplies from many

locations around the system were also sent to our Cargo warehouse in Miami as well as Charlotte, North Carolina, and San Juan, Puerto Rico, so that we can launch relief efforts as soon as possible.

“My heartfelt thanks to the Miami team for their extraordinary work in assisting thousands of customers trying to evacuate ahead of Hurricane Irma. The team continues to work feverishly while worrying about their own homes, their safety and that of their families,” said Ralph Lopez, vice president, Miami Hub.

From Sept. 6-8, American operated 23 extra flights, primarily with widebody aircraft, to help evacuate people from Florida.

When the time came for many Florida-based team members to begin preparing their homes and making their own evacuation plans, team members from around the system stepped up to take their place. Many crew members, some on their days off, drove or flew to Miami so flights wouldn’t be cancelled due to crew availability. Team members outside of Florida even opened their homes so their colleagues would have a place to stay once they evacuated. And nearly 200 team members chose to stay behind so that their colleagues could tend to their families. These “storm riders” will also be there to help get the airport up and running after the storm.

Even the Revenue Management (RM) department, which is not usually in the middle of storm preparation efforts, got involved. As customers bought the last remaining seats out of Florida before the storm, some people noticed high ticket prices for flights out of Miami and other cities. RM worked quickly to design and implement a price cap so that tickets stopped selling for more than $99 plus tax. This helped reduce the attention-grabbing prices that were beginning to draw complaints on social media and elsewhere.

How you can help

American Airlines has partnered with American Red Cross for many years and is part of a select group of leading corporations that provide the highest level of support to the Red Cross preparedness and relief efforts.

As Hurricane Irma unfolds, the Red Cross is prepared to shelter up to 55,000 people over the weekend. Red Cross anticipates sheltering the evacuees will cost nearly $3 million.

With the unique ability to activate immediately and assess critical needs during times of disaster, the Red Cross has the infrastructure in place and relationships with local and foreign governments to allow immediate accessibility to affected areas and approved relief items.

From now through Sept. 24, 2017, AAdvantage members can earn 10 miles for every dollar donated to the Red Cross with a minimum $25 donation. AAdvantage members can direct their donation to relief efforts for Hurricanes Harvey or Irma.

Donate today

Customers with reservations

The current travel alert allows customers whose travel plans are impacted by Hurricane Irma to rebook without change fees. Customers can reschedule their travel on **aa.com** by retrieving their reservation, or by contacting American reservations at +1-800-433-7300 in the U.S. or Canada. Customers calling from outside the U.S. or Canada should check **aa.com** for our worldwide reservation phone numbers. Customers are also encouraged to check the status of their flight on **aa.com**. Customers whose flights are covered under this travel alert may also cancel their reservation and receive a full refund. More information on this process is **available here**. Customers who booked through a travel agent are requested to contact their agency directly.